



**PRE-BID CLARIFICATIONS**

Pre-bid meeting for the aforesaid RfP was held at SIDBI Office Premises on October 30, 2017. Based on discussions with the bidders during the meeting and queries sent by the bidders, following clarifications may please be noted.

- In Annexure III (commercial bid format) for Optional Services at S.No 15 “Additional storage space (beyond permissible limit) for online SharePoint – storage space (beyond permissible limit) for online SharePoint – per GB ” should be read as “**Additional storage space (beyond permissible limit) for online SharePoint – storage space (beyond permissible limit) for online SharePoint – per GB / Month**“
- Solution Delivery and Implementation Schedule under Chapter 5 clause no. 5.3 at Page 18 , is revised as below:**

<u>ORIGINAL Criteria</u>	SN	Schedule	Timelines
	2	Implementation, Data Migration and Training	Within <b>04 weeks</b> from the date of Solution delivery.
<u>REVISED Criteria</u>	SN	Schedule	Timelines
	2	Implementation, Data Migration and Training	Within <b>06 weeks</b> from the date of Solution delivery.

- The following para/clauses of RfP stand deleted: Para 5.5.1 (page 19), Para 7.8.8 (page 24), Para 11.22.2 (page 39).
- The Para/clause 5.2.1.e (page 18) stand revised as under:

<u>ORIGINAL Para/clause</u>	Service Provider shall deploy <b>at least 01 on-site</b> well trained, technically competent resource to man the Help Desk and extend end user support. However, bidders shall make their own assessment to deploy number of resources so as to meet desired support SLA.
<u>REVISED Para/clause</u>	Service Provider shall deploy <b>at least 01 on-site</b> well trained, technically competent resource to man the Help Desk and extend end user support.

- The other queries as received from different bidders are tabulated below. SIDBI’s response/comments to these queries is given in the last column of the table :



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S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
1	3.1.1	The purpose of RfP is to Shortlist a Microsoft Office 365 Cloud Service Provider (CSP) for Supply, Implementation, Integration and Maintenance of Office 365 Cloud Solution for the Bank, and Migration of existing Mail boxes of its Staff.	Does the Cloud Service Provider mean any partner who will bid for Microsoft Office 365 services to the bank under Enterprise Agreement Contract?	Yes, the bidders should bid under MS Enterprise Agreement
2	5.1.1.c	The Data Center hosting the Cloud/ Solution including Disaster Recovery (DR) and Business Continuity Plan (BCP) Data Centers should be located in India, with no network and data sharing/ replication to any other Data Center outside boundaries of India.	The e-mail, archives, chat transcripts, intranet, blogs, group conversations and personal file storage data will be located in Data centre in India. Request Bank to consider this.	No change. However, deviations, if any should be clearly mentioned the <b>Annexure-X.Statement of Deviations</b> along with relevant clause/ para of the relevant Microsoft Document. Abstract of the relevant Microsoft Document should be attached to Annexure-X.Statement of Deviations.
3	5.1.1.e	also surrender a license at any stage during the contract period. In case of a license being surrendered, payment for such licenses shall be made on pro-rata basis till the date of its surrender.	The subscription is paid 12 months in advance. The reduction of any subscriptions is only possible at the next anniversary with prior notification. Will this be acceptable?	Shall be followed as per Microsoft prevailing policy.
4	5.1.1.f	Currently SIDBI is having following Microsoft Office perpetual License, which should be accounted for and bidder has to pass on the discount/ concessions for the same to the Bank:	We don't have any mechanism for this. Request the bank to consider.	No Change. Commercial to be submitted strictly as per <b>Annexure-III.Commercial Bid.</b>
5	5.1.1.h	Solution should have MIS capabilities with customisable reports, monitoring tool/ dashboard.	Is this the admin functionality to see Office 365 usage reports? If we export to excel to provide customization, will that be sufficient?	<b>No change.</b> It refers to inbuilt default MIS reports/ monitoring tool/ dashboard.
6	5.1.1.i	Performance Requirements: Solution should provide an uptime of 99.9% and in case of failures, liquidated damages / charge back to be made available to the Bank.	Microsoft provides standard SLA documents for applicable services to customers. Request Bank to consider this.	No Change
7	5.1.1.k	MIS Report generation Requirements: The solution should be	Please specify the reports required & level of	No change. It refers to inbuilt



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		capable of generating standard MIS and customised reports for Administrators. Solution should also provide customisable dashboard for Administrators so as to view the real-time status of users, tickets, service health, utilisation and usage.	customization required.	default MIS reports/ monitoring tool/ dashboard. Further requirements, if any, shall be finalised after discussion with the short-listed vendor.
8	5.1.1.l	Audit Trail & Logging Requirement: The solution should maintain and manage the logs for all the necessary services/ software being used by the Bank. The solution should have capabilities to integrate with the Banks existing systems/ application (For e.g. in case an application from Bank wants to send alerts/ automated mails/ campaign mails etc. should be able to integrate with the email system in the proposed solution and Integration with Banks Security Operations Centre (SOC) etc.)	Please specify the services for which logs are required along with Tenure.	All default Logs of Office 365 services used by SIDBI. Log retention tenure would be <b>20 Years</b> or tenure of the contract whichever is later. Logs beyond permissible time period as per MS cloud policy shall be downloaded and stored on-premise at SIDBI.
9	5.1.1.m	Audit logs reporting & analysis tool: Log monitoring capabilities to be provided to the Bank and in case of incidents, security breaches, Bank has to be notified in real time. Tools and capabilities to analyse the usage of the licenses/ application/ functionality to be provided.	Please specify the analysis tools required. Need details on the application & functionality expected.	Banks would use inbuilt analysis tools/ capabilities. No 3rd party tools are expected.
10	5.1.1.n	Regulatory/ Compliance Requirements: The solution should comply with all the Regulatory/ Compliance guideline of the Banks/ Regulatory authority in India. Bank has right to change the compliance/ guideline at any point of time and the service provider has to comply with the guidelines. Bank has right to audit by Bank, regulatory authority or any agency appointed by the Bank, the data centres/ premises wherein the solution is hosted or Banks data is kept.	Microsoft will comply with all laws and regulations applicable to its provision of the Online Services, including security breach notification law. However, specific regulatory compliance should be assessed by the bank. We provide Right to Examine for our third party detailed Audit reports.	Agreed as the same will be part of contractual agreements between SIDBI, MS and successful bidder.
11	5.1.1.o	Data Privacy and Security Compliance Requirements: Solution should meet following but not limited to the data privacy	Please refer to Microsoft Online Subscription terms specified in the article:	Agreed as the same will be part of contractual agreements



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		and security compliance requirements:	<a href="https://www.microsoft.com/online/mosa/MOSA2014Agr(NA)(ENG)(Nov2014)(HTML).htm">https://www.microsoft.com/online/mosa/MOSA2014Agr(NA)(ENG)(Nov2014)(HTML).htm</a> . Kindly point any concern if any	between SIDBI, MS and successful bidder.
12	5.1.1.o.1	Advertising products shall not be built out of our data or scan email or documents. Browser analytics should be gathered in the Microsoft Online Portal for aggregate site usage by users.	Please refer to Microsoft Online Subscription terms specified in the article <a href="https://www.microsoft.com/online/mosa/MOSA2014Agr(NA)(ENG)(Nov2014)(HTML).htm">https://www.microsoft.com/online/mosa/MOSA2014Agr(NA)(ENG)(Nov2014)(HTML).htm</a> . Kindly point any concern if any	
13	5.1.1.o.2	SIDBI's data should be kept physically and logically separate from consumer services.	Microsoft has a contingency plan for the information system that identifies essential missions and business functions and associated contingency requirements. This is audited as part of ISO 27001 control id A.17.1.1. Please note SIDBI's data will not be kept on separate Physical partition as it is in Office 365 Multi tenant service. Request Bank to consider this	Agreed. This Clause may be read as: <b>"SIDBI's data should be kept logically separate from consumer services."</b>
14	5.1.1.o.4	<ul style="list-style-type: none"> <li>i. SIDBI's data should not be accessed for administration unless explicitly requested for operations and troubleshooting.</li> <li>ii. Normal personalization or communications concerning tips and advice should have no access to Bank's data.</li> <li>iii. Account information only must be accessed for purchase and billing questions.</li> <li>iv. Should not voluntarily provide law enforcement access to SIDBI's data and request for the same, if any, should be redirected to SIDBI.</li> </ul>	Considering the plan specified in the RFP. Access to Bank's data will be based on default Lockbox process. Request Bank to consider the same, please find below lockbox process. Although it is extremely rare, a customer could request assistance from Microsoft that may expose a Microsoft engineer to the customer's content to assist them with an issue. To control access to Exchange Online (which includes any Skype for Business data stored in the users' mailboxes 9) and SharePoint Online (which includes OneDrive for Business), Microsoft uses an access control system called Lockbox.	Agreed. However, same will be part of contractual agreements between SIDBI, MS and successful bidder.



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			<p>Before any Microsoft engineer can access any Exchange Online or SharePoint Online systems or data, they must submit an access request using Lockbox. Using Lockbox is required for all elevated access to Exchange Online or SharePoint Online.</p> <p>Lockbox processes requests for permissions that grant engineers the ability to perform operational and administrative functions within the service. Engineers submit requests through Lockbox, which must be approved by a manager prior to the engineer gaining the ability to access Customer Data. Upon manager approval, the engineer has time-limited and scope-limited access to Customer Data to work on the customer's issue.</p>	
15	5.1.1.o.5	<p>i. Access to SIDBI data should be strictly controlled and logged and sample audits should be performed both by Microsoft and third parties to test that access is only for appropriate business purposes. ii. Limited key personnel only of the Operations Response Team may access Bank's data only as needed and by exception. Support, Engineering, and others should have no access to the data.</p>	<p>Considering the plan specified in the RFP. Access to Bank's data will be based on default Lockbox process. Request Bank to consider the same, please find below lockbox process. Although it is extremely rare, a customer could request assistance from Microsoft that may expose a Microsoft engineer to the customer's content to assist them with an issue. To control access to Exchange Online (which includes any Skype for Business data stored in the users' mailboxes 9) and SharePoint Online (which includes OneDrive for Business), Microsoft uses an access control</p>	



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			system called Lockbox. Before any Microsoft engineer can access any Exchange Online or SharePoint Online systems or data, they must submit an access request using Lockbox. Using Lockbox is required for all elevated access to Exchange Online or SharePoint Online. Lockbox processes requests for permissions that grant engineers the ability to perform operational and administrative functions within the service. Engineers submit requests through Lockbox, which must be approved by a manager prior to the engineer gaining the ability to access Customer Data. Upon manager approval, the engineer has time-limited and scope-limited access to Customer Data to work on the customer's issue.	
16	5.1.1.o.6	Cloud Service Provider (CSP) should provide right to audit as similar what is Bank is having with shared data centres in India. In addition: i. Bank's data should not cross Indian geographical boundaries (physically or logically). ii. Bank must have "Rights to Audit" the CSP's compliance with the agreement including rights of access to the CSP's premises where relevant records and Bank's data is being held. iii. Audit rights for the Bank or its appointed auditor (nominee) or regulators should be integral clause in agreement. iv. Integration of all devices with Bank's SOC, if so desired by the Bank, for monitoring. v. Bank should have access/ monitoring mechanism for Privilege	Microsoft will provide Right to Examine for our third party detailed Audit reports available in Office 365 Security & Compliance centres. Request Bank to consider this.	Agreed. However, same will be part of contractual agreements between SIDBI, MS and successful bidder.



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		user access (of CSP) to cloud based systems.		
17	5.1.1.o.7	<p>CSP shall ensure:</p> <ul style="list-style-type: none"> <li>i. Data integrity management.</li> <li>ii. To provide full disclosure regarding security practices and procedures as stated in their SLAs, if a public Cloud.</li> <li>iii. Specific identification of all controls used during the data lifecycle.</li> <li>iv. To maintain a fundamental philosophy of knowing where Bank's data is. Ensure that appropriate controls regarding country location restrictions are defined and enforced.</li> <li>v. To determine who should access what data, what their rights and privileges are, and under what conditions these access rights are provided and maintain a "Default Deny All" policy.</li> <li>vi. To define and identify the data classification. CSP to enforce the Bank's access requirements based on data classification.</li> <li>vii. To encrypt data at rest and encrypt data in transit.</li> <li>viii. To share what compartmentalization techniques are employed to isolate Bank data from other customer's data.</li> <li>ix. Sharing of encryption management with Bank on multi-tenant storage.</li> <li>x. To comply with data retention and destruction schedules/ Policy provided by Bank, CSP to certify on Bank's request destroying all data at all locations including slack in data structures and on the media. The Bank will have right to audit this practice.</li> <li>xi. Understand the logical segregation of information and protective controls implemented.</li> <li>xii. Understand Cloud provider policies and processes for data retention and destruction and how they compare with internal</li> </ul>	<ul style="list-style-type: none"> <li>ii. To provide full disclosure regarding security practices and procedures as stated in their SLAs, if a public Cloud. --- Bank has preferred to go with Office 365 which is Public Cloud with Multi tenant and SLA document has all the listed details. Please refer SLA link <a href="http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&amp;DocumentTypeId=37">http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&amp;DocumentTypeId=37</a> . Request Bank to consider the same.</li> <li>iv. To maintain a fundamental philosophy of knowing where Bank's data is. Ensure that appropriate controls regarding country location restrictions are defined and enforced. -- Kindly specify the controls expected by the Bank.</li> <li>v. To determine who should access what data, what their rights and privileges are, and under what conditions these access rights are provided and maintain a "Default Deny All" policy.--Access to data will be through Microsoft Lockbox process and request Bank to consider this. Although it is extremely rare, a customer could request assistance from Microsoft that may expose a Microsoft engineer to the customer's content to assist them with an issue. To control access to Exchange Online (which includes any Skype for Business data stored in the users' mailboxes ) and SharePoint Online</li> </ul>	<ul style="list-style-type: none"> <li>ii. Agreed. However, same will be part of contractual agreements between SIDBI, MS and successful bidder.</li> <li>Iv. Bank should be able to verify and check if the Bank's data is hosted within Indian geography.</li> <li>V. Agreed as per MS lockbox process.</li> <li>Vi. For profile 1 &amp; 2, Azure Information Protection / Rights Management Solution should be configured to meet the requirement.</li> <li>x. Agreed.</li> <li>xii. Shall be shared with successful bidder.</li> <li>Xiii. Agreed.</li> <li>xiv. Should be through role based access controls.</li> <li>xv. Agreed.</li> </ul>



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		<p>organizational policy.                      xiii. Perform regular backup and recovery tests to assure that logical segregation and controls are effective.                      xiv. Ensure that Cloud provider personnel controls are in place to provide a logical segregation of duties.                      xv. To provide Forensic Investigation Support as and when required by the Bank.                      xvi. To comply with Bank's Recovery Time Objective (RTO)/ Recovery Point Objective (RPO) requirement and retention policy. If required by regulators/ court/ police/ any investigation CSP should maintain the subject data on permanent basis.</p>	<p>(which includes OneDrive for Business), Microsoft uses an access control system called Lockbox. Before any Microsoft engineer can access any Exchange Online or SharePoint Online systems or data, they must submit an access request using Lockbox. Using Lockbox is required for all elevated access to Exchange Online or SharePoint Online.                      Lockbox processes requests for permissions that grant engineers the ability to perform operational and administrative functions within the service. Engineers submit requests through Lockbox, which must be approved by a manager prior to the engineer gaining the ability to access Customer Data. Upon manager approval, the engineer has time-limited and scope-limited access to Customer Data to work on the customer's issue.                      vi. To define and identify the data classification. CSP to enforce the Bank's access requirements based on data classification.                      Kindly specify Data classification requirements of the bank                      x. To comply with data retention and destruction schedules/Policy provided by Bank, CSP to certify on Bank's request destroying all data at all locations including slack in data structures and on the media. The Bank will have right to audit this practice. Microsoft Data Center will be</p>	<p>xvi. Agreed.</p>





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			<p>audited by external auditors &amp; reports will be published in Security &amp; Compliance section in Office 365 Portal. Request Bank to consider this.</p> <p>xii. Understand Cloud provider policies and processes for data retention and destruction and how they compare with internal organizational policy. Please specify Data Retention &amp; destruction policies &amp; process.</p> <p>xiii. Perform regular backup and recovery tests to assure that logical segregation and controls are effective. The plans considered by Bank will have Litigation Hold capability and Bank's administrator will be able to place litigation hold on all the mailboxes. Restoration of data backup can be performed by Bank's administrator. Request Bank to consider this.</p> <p>xiv. Ensure that Cloud provider personnel controls are in place to provide a logical segregation of duties. Please specify the personnel controls required.</p> <p>xv. To provide Forensic Investigation Support as and when required by the Bank. Bank administrator can place all mailboxes on litigation hold &amp; preserve data required by Bank. Bank will also have message tracking logs to track messages. Authentication logs can be configured using on premise ADFS service. This will be able to assist Bank in Forensic</p>	



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			<p>investigation. Request Bank to consider this. xvi. To comply with Bank's Recovery Time Objective (RTO)/ Recovery Point Objective (RPO) requirement and retention policy. If required by regulators/ court/ police/ any investigation. CSP should maintain the subject data on permanent basis. The Office 365 service does not expose RTO/RPO information. This information was more relevant for an on-premises/collocated architecture and does not quite apply/isn't relevant for a cloud distributed architecture like Office 365. In lieu of sharing the RTO/RPO, Microsoft provides a financially backed SLA in Office 365 and expose our Uptime numbers in the Trust Center. Please see: O365 SLA:  <a href="http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&amp;DocumentTypeId=37">http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&amp;DocumentTypeId=37</a> Trust Center Uptime:  <a href="https://products.office.com/en-us/business/office-365-trust-center-cloud-computing-security?legRedir=true&amp;CorrelationId=f0ab477e-d741-4417-b083-694a89a7ac69&amp;tab=d1f6ec18-0f9b-0fef-3203-3d7d52bc1437">https://products.office.com/en-us/business/office-365-trust-center-cloud-computing-security?legRedir=true&amp;CorrelationId=f0ab477e-d741-4417-b083-694a89a7ac69&amp;tab=d1f6ec18-0f9b-0fef-3203-3d7d52bc1437</a></p>	
18	5.1.1.o.8	The Solution and all its constituent components should comply with following: i. Meet the requirements for zoning security, and prevent direct	i. "Office 365 uses a defense-in-depth strategy that protects data through multiple layers of security -physical (facility & network) , logical	Agreed.



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		<p>access from the user interface layers to the database layers. It needs to follow a multi-tier deployment model to achieve this.</p> <p>ii. Conform to Open Web Application Security project guidelines on web application security, including protection against SQL injection, cross-site scripting, data validation for special characters etc.</p> <p>iii. Conform to applicable security guidelines from relevant standards. E.g. ISO/IEC 27017, ISO/IEC 20018.</p> <p>iv. The executable files and the source code need to be secured from unauthorized access and possible theft.</p> <p>v. If deployed on the Cloud using native multi-tenancy features, privacy of data across tenants or entities needs to be ensured through appropriate access control mechanisms.</p> <p>vi. Should clearly log business errors and technical errors separately to support separation of duties between business users and Data Centre Operator.</p> <p>vii. User access to sensitive data needs to be controlled</p> <p>viii. Should comply with Bank's password management policy as mentioned in SIDBI's Information Security Policy.</p> <p>ix. Features like session timeouts and restricting logins to office hours should be implemented to enhance security.</p> <p>x. Should clear sensitive data like passwords from memory immediately after it is processed.</p> <p>xi. Support for definition of users, roles, and exception management functions, is to be ensured.</p> <p>xii. Ensure well-defined user interfaces to avoid manual database updates or queries.</p>	<p>(automated operations, admin access to data control, Secure Development Lifecycle, Anti-malware, Patching, and Configuration Management) and data layer( Data integrity &amp; encryption). Additionally Office 365 provides customer controls (Rights Management Services, Secure Multipurpose Internet Mail Extension, Office 365 Message Encryption, Secure mail flow with a partner organization). Request Bank to kindly let us know if more details if required "</p> <p>ii.Security testing done Internal and external personnel regularly scan the Office 365 environment based on Microsoft SDL practices, OWASP (Open Web Application Security Project), and emerging threats reported by different industry bodies. For example, the testing includes finding cross-site scripting vulnerabilities and SQL injection vulnerabilities across the environment. Request Bank to kindly let us know if more details if required</p> <p>iii"Office 365 has obtained independent verification, including ISO 27001/27018, ISO 27018, and SSAE 16 audits, EU Model Clauses,HIPAA (BAA),FISMA. Office 365 is also certified on Cloud Information Security Standard Gold Mark - a japanese certification based on ISO 27017." Request Bank to kindly let us know if more details if</p>	



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			required	
19	5.1.1.o.13	There are various laws like Information Technology Act, Data Privacy Act, Data Retention Directive, E-Privacy Directive, ECommerce Directive, The Computer Fraud and Abuse Act 1984, Digital Millennium Copyright Act 1988 will be applicable to Cloud service providers and also the customers of the Cloud service. It will be mandatory to protect the data privacy as per Indian Data Privacy Law. CSP should comply with all such laws in existence currently or introduced in future by the Govt. agencies or any other regulatory body.	Microsoft will comply with all laws and regulations applicable to its provision of the Online Services. Customer will comply with all laws and regulations applicable to its use of Online Services. Request Bank to confirm on this	Agreed. However, same will be part of contractual agreements between SIDBI, MS and successful bidder.
20	5.1.4.c	Migration of mail boxes shall be done in toto i.e. all the mails, calendars, contacts, folders, subfolders contained within a mail box including encrypted mails as at the time of migration should be migrated irrespective of number/ age of mails, size of mail box etc.	Encrypted emails will have to be decrypted by Notes Administrator/user in order for migration. Request Bank to confirm on this.	Agreed. However, all such encrypted mails should be identifiable during the migration process.
21	5.1.4.f	However, server & storage requirements, if any, for the migration activity shall be met by SIDBI.	Please specify if Bidder should provide hardware for migration.	Pl. Refer para 5.1, Section 5.
22	5.1.4.g	Service Provider shall ensure that during migration activity, there is no mail communication disruption faced by SIDBI as well as external users.	Please note encrypted items & corrupted items will not be migrated. Disruption can be faced due to Network related challenges, Client level dependencies & existing Lotus Notes server related issues. While Service Provider will take utmost precautions, rare issues might come. Request Bank to confirm on this	This is precisely in connection with the migration activity. During migration, there should not be any mail disruption between users who have been migrated to Exchange and user who are still on Domino.
23	5.5	5.5.1. Bank is subjected to various audits [internal / statutory / RBI etc.]. In the event of any observation by the audit regarding security, access etc., of Internet link the same will be intimated to the Bidder. The Bidder [Service Provider] to carry out the changes for enabling bank to comply on the same. No additional	Microsoft will comply with all laws and regulations applicable to its provision of the Online Services, including security breach notification law. However, specific regulatory compliance should be assessed by the bank.	i. Para 5.5.1 stands deleted. ii. Agreed as the same will be part of contractual agreements between SIDBI, MS and successful bidder.



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		cost would be paid by Bank. 5.5.2. The solution should comply with all the Regulatory/ Compliance guideline of the Banks/ Regulatory authority in India. Bank has right to change the compliance/ guideline at any point of time and the service provider has to comply with the guidelines. Bank has right to audit the data centres/ premises wherein the solution is hosted or Banks data is kept. 5.5.3. Data Privacy and Security Compliance Requirements as mentioned in Scope of Work above.	We provide Right to Examine our third party detailed Audit reports. Request Bank to confirm on this.	
24	6.1.1.2	The bidder should be an OEM Authorised Seller and MS Office 365 Cloud Service Provider (CSP).	Does the Cloud Service Provider mean any partner who will bid for Microsoft Office 365 services to the bank under Enterprise Agreement Contract?	Same as at Sr. No. 1 above.
25	6.1.1.2	OEM Authorization letter to this effect as per the Performa given as Annexure-IV.	OEM will share standard Authorization letter. Request Bank to consider this.	No change. However, deviations, if any should be clearly mentioned the Annexure-X.Statement of Deviations.
26	7.8.8	7.8.8. If aggregated shortfall in achieving Service Level requirement exceeds 10% successively in two quarters or any three quarters in a financial year, SIDBI will interalias, be at liberty to invoke the performance guarantee within the ambit of Section 6.8.2 (6) hereinabove in addition to other remedies available to it under the contract or otherwise.	The SLA will be as per the standard Microsoft SLA for applicable services. Request the bank to consider the same	Para 7.8.8 stands deleted.
27	8.4.4	8.4.4. The data shall be deemed to be owned by the Bank, shall never form part of assets of the service provide and shall be bankruptcy remote. The successful bidder will have to take requisite affirmative steps to ensure data security, protection and needs to give timely notice of breach of data privacy to help	This point needs detailed discussion with Bank, Microsoft & Partner. Request Bank to provide time for the same.	Shall be discussed and finalised with the successful bidder at the time of contracting.



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		mitigate damage, avoid embarrassing disclosure by a third party, allow time to address data privacy regulatory obligations and it should also timely notify receipt of legal process in connection with the data. Such bidder will have to have suitable tools to ensure removal of data from stores drives in case it is requested by the Bank and should provide confirmation and/or copies of materials removed from its systems when requested. Such bidder will have to provide back up of the data to the satisfaction of the Bank. Root cause analysis report will have to be furnished if insisted upon by the bank. The bidder will inform SIDBI of any circumstance that preclude or seriously jeopardize its capacity to effectively provide services extended to SIDBI.		
28	9.1.1	This SLA describes the Service Levels applicable to the Non-achievement of a Service Level and may attract Liquidated Damages (LD), as set out in this RfP.	OEM SLA is as per article <a href="http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&amp;DocumentTypeId=37">http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&amp;DocumentTypeId=37</a> . Request Bank to consider this.	No change
29	10.4	10.4.1. Termination for default a) Bank may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or part: i. If the bidder fails to deliver any or all of the services within the period(s) specified in the contract or within any extension thereof granted by the Bank pursuant to conditions of contract or ii. If the bidder fails to perform any other obligation(s) under the contract. b) In the event Bank terminates the Contract in whole or in part , Bank may procure, upon such terms and in such manner, as it deems appropriate, system or services similar to those undelivered and the bidder shall be liable to Bank for any excess	The contract cannot be terminated without cause. Kindly provide time for discussion in case Bank has any concerns.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



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		<p>cost for such similar systems or services. However, the bidder shall continue the performance of the contract to the extent not terminated.</p> <p>10.4.2. Termination for insolvency Bank may at any time terminate the Contract by giving written notice of 1 month to the bidder, if the bidder becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has occurred or will accrue thereafter to the Bank.</p> <p>10.4.3. Notwithstanding anything mentioned above, the Bank reserves the right to cancel/ terminate the contract or unsubscribe with 30 days' notice, without assigning reasons thereto. In such case payment till the termination of the contract would be paid on prorate basis.</p>		
30	10.5	Bank will conduct periodic review and inspection, as and when required, to review vendor performance/ financial stability/ service reliability/ SLA as per the metrics/ criteria defined in the RfP/ SLA.	Kindly clarify if this applies to Bidder or OEM.	This is for the bidder for his part of the services.
31	11.3	11.3.1. As per scope of the RFP, the subcontracting is explicitly prohibited. Delivery of all the services as per the scope of this RfP shall be the sole responsibility of the bidder. Consortium or sub-contractor arrangement in any form is strictly not allowed. Bank will not entertain any submissions from the bidders in this regard.	This may apply to Bidder. For OEM i.e., MSFT, we will have subcontractors as stated in the Online services terms and MBSA.	Yes, this is applicable to bidders.
32	11.6	The Contract shall be interpreted in accordance with the laws prevalent in India.	Country specific law is applicable	No Change
33	11.9	The bank reserves the right to alter the requirement specified in the RfP. The bank also reserves the right to delete one or more	This is not Acceptable. The Bank needs to provide a fixed Bill of Material for the Bid	No change.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		items from scope of work specified in the RfP.	purpose. In Addition, the Profile 1 & 2 should retain a Minimum count of 500 users. Request bank to consider this.	
34	11.14.1	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India or abroad, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.	Please note this will be as per "Limitation of Liability" specified in article <a href="https://technet.microsoft.com/en-us/library/jj900495(v=sc.12).aspx">https://technet.microsoft.com/en-us/library/jj900495(v=sc.12).aspx</a>	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
35	11.17	The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.	Kindly clarify this.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
36	11.19	As part of this project, bidder / service provider will deliver different software, if the use of any such software by / for SIDBI, infringes the intellectual property rights of any third person, Service provider shall be primarily liable to indemnify SIDBI to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the	Defense of third party claims." under MBSA - The parties will defend each other against the third-party claims described in this section and will pay the amount of any resulting adverse final judgment or approved settlement, but only if the defending party is promptly notified in	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.





**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		proceedings initiated by third party for such infringement, subject to the condition that the claim relates to Software provided/ used by Bidder/Service provider under this project.	writing of the claim and has the right to control the defense and any settlement of it. The party being defended must provide the defending party with all requested assistance, information, and authority. The defending party will reimburse the other party for reasonable out-of-pocket expenses it incurs in providing assistance. Request Bank to consider this.	
37	11.22.2	11.22.2. SIDBI, including its regulatory authorities like RBI etc., reserves the right to verify, through their officials or such other persons as SIDBI may authorise, the progress of the project at the development /customization site of the Bidder or where the services are being rendered by the bidder.	This is not applicable as Bank is going for Cloud service.	Clause No. 11.2.2 stands deleted.
38	11.22.3	The Bank and its authorized representatives, including regulator like Reserve Bank of India (RBI) shall have the right to visit any of the Bidder's premises/ Data Center with prior notice to ensure that data provided by the Bank is not misused. The Bidder will have to cooperate with the authorized representative/s of the Bank and will have to provide access to the premises/ Data Center and also to provide all information/ documents required by the Bank.	This point needs to be discussed with Bidder & Microsoft Jointly during contracting phase.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
39	11.23	The vendor shall allow the Bank, its authorised personnel, its auditors (internal and external), authorised personnel from RBI / other regulatory & statutory authorities, and grant unrestricted right to inspect and audit its books and accounts, to provide copies of any audit or review reports and findings made on the service provider, directly related to the services. In case any of the services are further outsourced/ assigned/ subcontracted to other vendors, it will be the responsibility of the vendor to ensure	"Unrestricted right to inspect and audit its books and accounts," -Isn't possible for OEM Microsoft.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		that the authorities / officials as mentioned above are allowed access to all the related places, for inspection and verification.		
40	11.27	Indemnity	Please refer MBSA for details on Indemnity and request Bank to consider this.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
41	11.28	Force majeure		
42	11.29	Resolution of Disputes	For Microsoft (OEM) please refer MBSA agreement and request Bank to consider this	
43	11.30	No third party rights		
44	11.31	Representations and warranties	For Microsoft (OEM) please refer MBSA agreement & Online services agreement	
45	4.2.1	Active Directory Service Architecture	Is bank has any AD domain/forest federation with other AD domain/forest ?	Yes. We have only one domain.
			How many Domain Controller's at DC and DR?	09
			Is SIDBI planning to upgrade their AD from 2008 R2 to 2012?	No
			Is existing domino servers integrated with AD?	No
			How many Distribution List (DL's) does SIDBI has ? Will need no. of DL's which need to be recreated in Exchange	192
46	4.2.2	SIDBI Mail Service	Detail of email traffic for internal and external email	Inbound mails - Approx. 10 K , Internal Approx. 45 K per day
			Where is hosted mailbox for Internet Incoming mails	Third Party
			Can hosted mailbox system relay emails to Office 365 with lookup based or conditional relay	Smart host setting is available on Domino
			Are there any server side archive ? If yes for how many mailboxes ? Size of server side archive data	no



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			Does SIDBI collect end user NSF centrally?	No
			Does SIDBI backup end user NSF files?	No
			SMTP servers at Mumbai or Chennai are Domino SMTP servers or Windows SMTP servers ?	Domino SMTP server
			Mail flow traffic detail of this SMTP servers on per day basis?	Inbound & Outbound - 20k
			Which reverse proxy solution is in place ?	Apache Web Proxy
			Are there any chat groups configured on sametime server ? Is SIDBI expecting same groups to be migrated/recreated on Office 365	No
			What are these relay servers ? Windows SMTP relay servers or something else ? What is traffic that these relay servers deal with on a daily basis ?	Domino relay server accept alerts/ auto generated mails from Application server and transfer it to recipient mail ID
			Are there any applications which are fetching emails using IMAP or POP from Domino servers ?	NO
			Are there any HRMS application integrated with Domino servers for user provisioning?	Yes
			Is SIDBI has detail of common mailboxes recipient list ?	Shall be provided to the short listed bidders.
			Will need detail of mail flow restrictions like : Maximum Mail size internal/external , Maximum attachment size allowed , average mail size	
47	4.2.3	Internet Infrastructure	Does bank has any hardware load balancer ?	Bank is having RADWARE link load balancer.
			Can bank provide detail about user segregation based on email access eg : Lotus Notes User,	Shall be shared with short listed bidder.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			Web Mail only User etc..	
			In case of providing access to ports or URL whether Bank will do the need full or service provider ?	Bank will do the needful.
48	4.3.3	It may also be noted that all the activities in the IT operations are subject to audit / inspection by both internal/ external auditors/ RBI. Selected Bidder [Service Provider] must take the same into consideration while delivering the desired services.	Please explain this statement ? What is expected of bidder	This is applicable to the bidders. in connection with the on-premise activities. The successful bidders shall abide by the IS Security policy or any other policy applicable to 3rd party.
49	4.3.4	The selection process consists of two phases viz. 1) Minimum Eligibility Criteria 2) Commercial Evaluation.	will there be any pointing for each criteria	No
50	5.1.a	One time activities	Please provide in detail what all features of O365 E5 and EMS E3 has to be implemented for profile 1 users	Pl. Refer Section 5.1, subsection 3, Pt.q of RFP.
			Please provide in detail what all features of O365 E3 and ATP has to be implemented for profile 2 users	
			Please provide in detail what all features of O365 ATP has to be implemented for profile 2 users	
			Is bank expecting succesful bidder to rollout Office Pro plus for Profile 1 and 2 users	Bidder shall carry out complete rollout for <b>50 key users from Profile 1 &amp; Profile 2</b> and provide rollout documents in the form of SOP documents so that the Bank can carry out rollout for remaing users at its end.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			Is bank expecting succesful bidder to rollout Office std for Profile 3 users	No
51	5.1.i	Audi Trail Loggin Requirement	Bank need to provide detail of applications which need to be integrated with O365 solution? Bank need to provide detail of SOC system which need to be integrated with O365? O365 does provide API's to be integrated with external systems, bank need to involve respective SOC OEM to get integration done with O365	Same shall be shared with successful bidder. Bank is currently in the process of acquisition of SOC system.
52	5.1.m	Audit logs reporting & analysis tool: Log monitoring capabilities to be provided to the Bank and in case of incidents, security breaches, Bank has to be notified in real time. Tools and capabilities to analyse the usage of the licenses/ application/ functionality to be provided.	RFP mentions that " Log monitoring capabilities should be provided to bank " please explain in detail what all activities bank wants to perform on O365 logs Is Bank expecting bidder to provide log monitoring tool to analyse logs further?	As at Sr. No. 9 above.
53	5.1.n	Regulatory / Compliance Requirements: The solution should comply with all the Regulatory/ Compliance guideline of the Banks/ Regulatory authority in India. Bank has right to change the compliance/ guideline at any point of time and the service provider has to comply with the guidelines. Bank has right to audit by Bank, regulatory authority or any agency appointed by the Bank, the data centres/ premises wherein the solution is hosted or Banks data is kept.	Please explain is bank want rights to audit O365 DC's ? If yes what kind of audit rights will bank need which need to be factored by MS	As at Sr. No. 10 above.
54	5.1.2	Assessment and Planning	Post network assessment If SI suggested any changes in BW, Network Infra, procurement of additional devices then how bank will take care of those requirement ? Is Bidder expected to provide same with separate commercials?	No



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			Will need detail list of features from O365 E5/E3/EMS E3/ATP which need to be implemented. This is required to freeze scope and area of assessment and planning	As at Sr. No. 50 above.
55	5.1.3	Solution Implementation		
		b	Please explain banks expectation with this point.	Before start of implementation, the successful bidder shall carry out requirement study in order to have detailed understanding of Bank's IT infrastructured, integration points etc. and prioritise implementation/ roll-out of various services and their features.
		e	Is bank expect bidder to conduct UAT as part of project ? If yes can UAT be limit to 50 users in combination of all three profiles	Yes
		f	Required DNS,MX, CNAME etc.. Need to be updated by banks' existing ISP hosting provider	Shall be provided to short listed vendor
		i	Apart from O365 admin portal, is bank expecting any other portal ?	No. Bank will use the default, in-built portal to access the Office 365 service. However, customisation of the same to suit Bank's requirements shall be done by the successful bidder.
		j	Apart from O365 admin portal, is bank expecting any other portal to be customised?	
		m	If in case few client systems doesn't comply with O365 minimum client requirement, then how bank will take care of such end points?	Bank will handle such cases. However, the Service provider shall help to resolve such



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		q	Bank need to provide detail of each product rollout bank need to include in scope	issues. Successful bidders shall carry out deployment and configuration of all Online components under subscribed plans.
56	5.1.4	Data Migration	Is bank expecting only Email data to be migrated from on-prem domino to Exchange online	No Change. Pl. Refer complete para in this regard
	e		Can bank consolidate all documents which need to be migrated for 50 key users to O365 to central location ?	Shall be finalised after mutual discussion with successful bidder.
	f		Will SIDBI provide required licenses for migration tool if required?	No, bidder to factor the same.
57	5.1.5 a	Hardware/ Software/ Network etc. requirements	For O365 integration with bank's infra , there will be set of servers which need to be implemented ? Is bank expecting those servers to be procured along with required OS and software and to be hosted by bidder at bidder's DC ?	No. Bank will provide only the servers along with Operating System and storage required for on-premise integration of O365 and Data migration activities. Any other software component, if required, shall be brought by the bidders. Requirements of the servers and operating system should be clearly spelt in Solution Architecture document submitted by the bidders.
	5.1.5 b		For O365 integration with bank's infra , there will be set of servers which need to be implemented ? Will bank purchase those required hw , os and software licenses which are required for implementation and migration activities ?	
	5.1.5 c		This point contradict with previous points, Please explain in detail.	
58	5.1.6	Reverse Data Shifting	Is bank expecting bidder to factor cost of reverse migration in current bid or will that be	Reverser data migration is not in the scope of this RfP.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			decided by successful bidder and bank in later stage?	However, bidders are supposed to carry out other activities as mentioned in this clause.
59	5.1.7	User Training	is bank expecting trainings to be conducted at bank premise or at bidders training center	At Bank's premise
60	5.2.1	Assisted Support	For onsite support will bank provide required facilities as sitting desk, telephone connection, computer etc.	Yes. However, the on-site support engineer shall make food arrangement on their own.
			Please specify list of locations where bank need to deploy support resources?	At Mumbai Office
			What is SLA for support.	Para 5.2.1.e stands revised as under: <b>"e. Service Provider shall deploy at least 01 on-site well trained, technically competent resource to man the Help Desk and extend end user support."</b>
			Is bank expecting bidder to sign Microsoft PSS contract which need to be backlined with onsite support	Pl. Refer Pt. 5.2.1.m of the RfP.
61	7.9.1	<b>Period of Validity of Bids:</b> Prices and other terms offered by Bidders must be firm for an acceptance period of 90 days from date of closure of this RfP	Prices offered by the OEM is valid for 30 days only. Request Bank to incorporate the same	No Change
62			<<Left Blank Intentionally>>	
63	4.2.1	Currently, there are 09 Domain Controller (DC) servers with Windows Server 2008 R2 Enterprise 64 / 32 bits. The number of DCs may increase or decrease in future as per Bank's requirement.	What is the current domain functional level where Office 365 users will be deployed?	Functional Level 2003.





**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
64	4.2.1	Office wise Organization Units (OUs) have been created to place the user Ids of a particular office under respective OU.	Could you please tell us how many Number of OU's, Number of Total Objects you have.	Shall be shared with successful bidder.
65	4.2.2	Mail archiving for individual users happens at individual desktops and hence all archive mail boxes of individual users reside on respective desktops.	Is the Archive migration is a part of user migration and if yes how much approx. Data size it would migrate for individual user mailbox.	No. Pl. Refer para 5.1.4.d
66	4.2.3	Bank has Internet Gateways at DC and DR and all locations/offices access the Internet over IP MPLS VPN with proxy authentication.	Is there any Firewall in your environment? If yes, any Plan for Accessing Office 365 using Firewall?	Yes. Office 365 shall be accessed through Firewall.
67	4.2.3	Bank has currently 32 Mbps (16 Mbps+16Mbps) Internet Bandwidth and is in the process of upgrading to 64 Mbps bandwidth.	At the time of migration what would be the network bandwidth. As per our experience it should be at least 64 mbps for smooth migration.	No Change
68	5.1.f	Currently SIDBI is having following Microsoft Office perpetual License, which should be accounted for and bidder has to pass on the discount/ concessions for the same to the Bank	Office 365 E3 and E5 license will get the Office 365 ProPlus apps included in the subscription, so at the time of deployment either proplus apps given by Microsoft or perpetual license software any one should be used.	Pl. Refer table in the para 5.1.1.a.
69	5.1.f	MS Office Std. 2003 - 250 license	Nowadays MS office 2003 is Out of support from Microsoft, so we need to move to next version or latest version of Proplus or perpetual license as per requirement.	No Change
70	5.1.b	Any other service/ features added to these plans by Microsoft during the contract period shall be delivered unconditionally and free of cost to SIDBI.	E5 plan also provide features like SharePoint, One drive, Teams etc. Do supplier need to provide services to all these services during contract?	No Change
71	5.1	The Data Center hosting the Cloud/ Solution including Disaster Recovery (DR) and Business Continuity Plan (BCP) Data Centers should be located in India, with no network and data sharing/ replication to any other Data Center outside boundaries	Is SIDBI considering hybrid implementation or Cloud only solution?	Cloud only solution as per scope of work defined in this RfP.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		of India.		
72	5.1	Currently SIDBI is having following Microsoft Office perpetual License, which should be accounted for and bidder has to pass on the discount/ concessions for the same to the Bank:	Who will procure the license from Microsoft.	No Change. These are the licenses SIDBI has proposed to give under buyback.
73	5.1	Data Privacy and Security Compliance Requirements:	Is SIDBI considering Azure cloud?	No Change. Pl. Refer para 5.1.1 of RfP.
74	5.1	Deployment and Configuration of all Online components under subscribed plans viz. Office, Exchange, Lync, SharePoint, Skype, Yammer etc.	What is the scope of configuration of all the online components?	Please refer pt. As at Sr. No. 55 above.
75	5.1	Migration of existing Microsoft Office objects viz. Doc, excel, ppt etc. files for 50 key users to Office 365 and preparation of detailed Standard Operating Process (SOP) document for other users guiding them step by step as to how to migrate/convert their old versioned files/ documents to Office 365.	Does it mean Service provider has to migrate office objects of key users from desktop or network share to office365, one drive or is it limited to Domino attachment and object services?	No Change. All documents pertaining to the the key users whether on desktop, on network shared folder or as mail attachments are to be migrated.
76	5.1	Any additional software tool required for the migration of mail boxes or Microsoft Office Objects shall be the responsibility of the bidder and SIDBI will not make any additional payments towards the same. However, server & storage requirements, if any, for the migration activity shall be met by SIDBI.	Does it mean service provider cannot use any third party mail migration tool?	Service provider may use third party migration tool.
			Which identity model on O365, SIDBI wants to go with or Bidder has to suggest the identity model?	On-premises Active Directory identity model.
			Is Domino server will be active after migration?	Yes, but for domino based applications only and not for mails.
			Do bidder also need to consider dismantle of current mailing infrastructure?	No
77	4	The Data Center hosting the Cloud/ Solution including Disaster Recovery (DR) and Business Continuity Plan (BCP) Data Centers should be located in India, with no network and data sharing/ replication to any other Data Center outside boundaries	Does it mean MS cloud data centre should be in India Region?	Yes



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		of India.		
78	6	The bidder should have a minimum average annual turnover of at least ` 10 crore over the last three (3) years i.e. FY 2015, 2016 and 2017.	Audited annual reports for FY2016-17 is not available. Hence, request you to make it last 3 years ending FY 2015-16.	No Change
	7	If aggregated shortfall in achieving Service Level requirement exceeds 10% successively in two quarters or any three quarters in a financial year, SIDBI will interalias, be at liberty to invoke the performance guarantee within the ambit of Section 6.8.2 (6) hereinabove in addition to other remedies available to it under the contract or otherwise		Same as at Sr. No. 26 above.
	10	Prices quoted by the bidders should include all local taxes, GST, duties, levies, transportation costs, back to back support with OEM during warranty, training etc., till the bid validity period. The Subscription cost of Office 365 plan chosen should be valid for 3 years.	Need to check with OEM, whether validity of 3 years can be provided or not.	No Change
	10	Office 365 Plan & additional features	Request to add below for 2nd and 3rd year Support cost: For subsequent 2nd and 3rd year, the payment should be made yearly in advance.	No Change
79	10	B. Implementation, Data Migration and User Training Cost: 100% Payment : a) On completion of Installation, configuration, integration, Migration of mail boxes and Training as per scope of work. b) Submission of Invoice for 100% order value for these activities	Request to revise the payment term as follows: B. Implementation, Data Migration and User Training Cost: a) On Business Blueprint: 20% b) On Realisation: 20% c) completion of Installation, configuration, integration: 30% d) Migration of mail boxes: 20% e) Training as per scope of work: 10%	No Change
80	10	C. 01 year on-site support cost (considering 01 onsite support	Request to revise the payment term as follows:	No Change



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		Engineer) a) Payment in equal Quarterly installments payable in arrears against invoice	a) Payment in equal Monthly installments payable in arrears against invoice.	
81	11	<b>Audit:</b> The vendor shall allow the Bank, its authorised personnel, its auditors (internal and external), authorised personnel from RBI / other regulatory & statutory authorities, and grant unrestricted right to inspect and audit its books and accounts, to provide copies of any audit or review reports and findings made on the service provider, directly related to the services. In case any of the services are further outsourced/assigned/ subcontracted to other vendors, it will be the responsibility of the vendor to ensure that the authorities / officials as mentioned above are allowed access to all the related places, for inspection and verification.		Same as at Sr. No. 39 above.
80	12	Less discount or buyback cost of old MS Office licenses as mentioned in the RfP.	To be checked with Microsoft	No Change
81	12	EMD / Bid Security Form	Request to include below: Notwithstanding anything contained here in above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ only). Our guarantee shall remain in force until _____. Our liability hereunder is conditional upon your lodging a demand or claim with Bank (Bank Name and Details) on or before _____. Unless a demand or claim is lodged with Bank (Bank Name and Details) within the aforesaid time, your rights under the guarantee shall be forfeited and we shall not be liable there	No Change



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			under. This guarantee shall be governed by and construed in accordance with the laws of India. All claims under this guarantee will be made payable at Bank (Bank Name and Details). This Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, which ever is earlier.	
82	1	Last date for submission of bids	<b>Request you to give extension of at least 2 weeks from current date of bid submission</b>	No Change.
83	3.8	A Recipient will, by responding to SIDBI for RfP, be deemed to have accepted the terms of this RfP including Introduction and Disclaimer	Request you to kindly let us know if the successful bidder be allowed to discuss and negotiate some of the key legal terms and conditions	Successful bidder may be allowed only for the clauses mention as part of the pre-bid clarifications.
84	1	Cloud Service Provider (CSP) should provide right to audit as similar what is Bank is having with shared data centres in India. In addition: i. Bank's data should not cross Indian geographical boundaries (physically or logically). ii. Bank must have "Rights to Audit" the CSP's compliance with the agreement including rights of access to the CSP's premises where relevant records and Bank's data is being held. iii. Audit rights for the Bank or its appointed auditor (nominee) or regulators should be integral clause in agreement. iv. Integration of all devices with Bank's SOC, if so desired by the Bank, for monitoring. v. Bank should have access/ monitoring mechanism for Privilege user access (of CSP) to cloud based systems.	The cloud services will be rendered by the CSP. Hence kindly let us know if SIDBI will accept the T&Cs of the CSP specific to cloud services.	Same as at Sr. No. 16 above.
85	2	There are various laws like Information Technology Act, DataPrivacy Act, Data Retention Directive, E-Privacy Directive,	The cloud services will be rendered by the CSP. Hence kindly let us know if SIDBI will accept the	Same as at Sr. No. 19 above.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		ECommerceDirective, The Computer Fraud and Abuse Act 1984, Digital Millennium Copyright Act 1988 will be applicable to Cloudservice providers and also the customers of the Cloud service. It will be mandatory to protect the data privacy as per Indian Data Privacy Law. CSP should comply with all such laws in existence currently or introduced in future by the Govt. agencies or any other regulatory body.	T&Cs of the CSP specific to cloud services.	
86	9. Service Level Agreement	2. The bidder shall ensure an uptime of 99.9% and in case of failures, liquidated damages / charge back to be made available to the Bank.	Kindly clarify what is the difference between point no. 2 and point no. 3 from SLA perspective.	Both the points are related to SLA for uptime of the solution/ service and both should be read in conjunction.
87	9. Service Level Agreement	SLA for Uptime of the solution/ service: As per the current standard Service Level Agreement for Microsoft Online Services document.	Kindly clarify if this means that CSP provided SLA and penalty provision shall apply for the cloud services.	Yes. As per Service Level Agreement for Microsoft Online Services document.
88	10.3	On-site support: Unavailability of required Support Manpower- 110% of man-day rate, per day per person.	Kindly delete this clause	No Change
89	10.4	a) Bank may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or part:	Request that the bidder be provided with at least 30 days prior written notice	Pl. Refer para 10.4.3. of the RfP.
90	10.4	b) In the event Bank terminates the Contract in whole or in part, Bank may procure, upon such terms and in such manner, as it deems appropriate, system or services similar to those undelivered and the bidder shall be liable to Bank for any excess cost for such similar systems or services. However, the bidder shall continue the performance of the contract to the extent not terminated.	We request deletion of this provision	No Change
91	11.4	11.4.4. On completion of the acceptance, the bidder shall submit completion certificate which would be acknowledged by the Bank.	Kindly clarify if upon installation and delivery of the solutions SIDBI does not respond to the Bidder's request for acceptance of the solution	If such an acceptance or communication in this regard is not received from the Bank



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			within a reasonable period of time, then whether the same can be considered as deemed acceptance.	within 10 working days from the date of submission of completion certificate, then the solution shall be deemed to have been accepted by SIDBI.
92	11.13	2. In the event of failure of the bidder to render the service, without prejudice to any other right the Bank shall have as per this agreement, the bank at its sole discretion may make alternate arrangements for getting the services from any other source. And if the bank gives a prior notice to the service provider before availing such service from any other alternative source, the service provider shall be liable to reimburse the expenses, if any incurred by the bank in availing such services from the alternative source.	We request deletion of this provision	No Change
93	11.2	Save and except the liability under Section of 'IPR Infringement' and/or indemnity provision (Clause 11.27, in no event shall either party be liable with respect to its obligations for indirect, consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of the Service Provider, arising at any time under this Agreement shall not exceed the total order value.	We request that the aggregate liability of the Service Provider be limited to Annual Value of the Contract. We further request that apart from any liability due to breach of IPR, any other third party loss of damages be specifically disclaimed	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
94	11.27	Indemnity	We request deletion of this provision	Same as at Sr. No. 40 above.
95	11.3	11.30.1. No provision of the RfP or the agreement that may be entered into is intended to, or shall, confer any rights on a third party beneficiary or other rights or remedies upon any person	Kindly clarify if Microsoft is considered herein as third party.	Same as at Sr. No. 43 above.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		other than the parties hereto; nor impose any obligations on the part of the parties to the agreement towards any third parties.		
96	12.1	Clarifications given in Pre-bid will not be further entertained.	Does this mean that in the event any query has been answered through Pre-Bid ( Pre-Bid Response from SIDBI), then the Bidder will not be able to submit any further deviation on those points.	Deviations may be submitted after having considered the pre-bid meeting clarifications given by the Bank.
97		<<Left Blank Intentionally>>		
98	4.2.1.7.	Detailed AD architecture document, if required, would be shared with the bidders on request as part of the pre-bid clarifications.	Please share the same	Attached herewith as Appendix.
99	4.2.2.4.7.	01 Relay Server for relaying application based alert mails.	Will the applications be addressed by SIDBI or the vendor	By SIDBI
100	5.1 - Section 2, point e	Assessment of migration scenario – Office 365 configuration, third party tool configuration, license availability etc.	third party tool for the migration will be provided by SIDBI or we have to quote for the same.	SIDBI will not provide any migration tool, bidders have to factor the same in implementation cost.
101	5.1 - Section 3, point i	Solution should be integrated with SIDBI's Active Directory (AD)/ Active Directory Federation Services, synching of AD objects.	Hardware for the same will be provided by SIDBI? What about the Software. What will be the AD FS Architecture - Is HA and DR Required for the same .	Please refer para 5.1, Section 5 for H/w, S/w & N/w Requirements. HA and DR is required to be setup for which server, OS and storage requirement, if any shall be provided by SIDBI.
102	5.1 - Section 3, point r	Configuration of Exchange/ Outlook and application of mail policies as per SIDBI's requirements.	Is it Vendor's responsibility for Outlook configuration? If Yes, please provide the locations of the users with the detailed breakup.	Server side Exchange/ Outlook configurations as per Bank's requirement shall be done by the vendor. On the client side, Outlook configuration for 50 key users to be done by the





**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
				successful bidder. Details of such users shall be shared at the time implementation.
103	5.1 - Section 4, point e	Migration of existing Microsoft Office objects viz. Doc, excel, ppt etc. files for 50 key users to Office 365 and preparation of detailed Standard Operating Process (SOP) document for other users guiding them step by step as to how to migrate/ convert their old versioned files/ documents to Office 365.	Clarification required as mentioned in 5.1 - Section 3, point r What are the location of the 50 users	Location of the 50 users shall be shared with successful bidder.
104	5.1 - Section 4, point f	Any additional software tool required for the migration of mail boxes or Microsoft Office Objects shall be the responsibility of the bidder and SIDBI will not make any additional payments towards the same. However, server & storage requirements, if any, for the migration activity shall be met by SIDBI.	5.1 - Section 2, point e	Same as at Pt. 100 above
105	5.1 - Section 5, point a	Since the solution is cloud hosted and delivered as a service, no Hardware procurement/ management will be done by the Bank for deployment/ installation of the solution or its constituent components.	Contradicting as mentioned in 5.1 - Section 4, point f	This is related to any hardware/ software other than the on-premise hardware/ software provided by SIDBI for integration of the solution with SIDBI's Infrastructure viz. Active Directory/ Applications.
106	5.1 - Section 6	Reverse Data Shifting: In the event of completion of the contract in normal course or on termination of contract, bidder shall shift the data back to SIDBI's or any of designated 3rd party's on-premise/ cloud hosted infrastructure. The bidder should sort out operability issue, if any, for smooth shifting of such data.	In what event will this be applicable	As per RfP clause.
107	5.1 - Section 7	User Training	How many days / batch of training required	Please refer <b>para 5.1(7).d</b> of RfP.
108	Add. Query	Data Size to be migrated including the server side data and client side data migration		Server side data to be migrated is as under. However, bidders to



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
				note that this may undergo change in terms of number and size of mail boxes at the time of data migration: i. Maximum no. of mail box = 1534, including 314 common mail boxes. ii. Total mail size : Approx. 820 GB iii. Average Mail box size: 550 MB
109	Addl. Query	Service delivery time is 4 weeks. In case of user dependency, network constraints this can go higher.	How do we address the same	Time lines for Implementation, Data Migration and Training as mentioned at row no. 2 of the table at para 5.3, is changed to <b>06 weeks from the date of Solution Delivery.</b>
110	Addl. Query	EMS Implementation	Details of the policies and the workloads are not mentioned. Please clarify. Is the same included in the 4 weeks timeframe?	Please refer pt. As at Sr. No. 55 & 109 above.
111	7.9.1	Prices and other terms offered by Bidders must be firm for an acceptance period of 90 days from date of closure of this RfP.	Price validity will be till month end	No Change
112	10.2.1 - Section B	Implementation, Data Migration and User Training Cost 100% Payment: a) On completion of Installation, configuration, integration, Migration of mail boxes and Training as per scope of work. b) Submission of Invoice for 100% order value for these activities	50% advance or on Milestone basis	No Change
113		<<Left Blank Intentionally>>		
114	5		Please provide detail of implementation,	Please refer pt. As at Sr. No. 55



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			deployment and migration for following services available in O365 E5 and Office 365 E3 . One drive for business rollout and migration scope . SharePoint Online implementation and migration scope . Skype for Business implementation, rollout and migration scope . Microsoft Teams implementation scope . Yammer Implementation scope	above.
115	5		Please provide detail of implementation and deployment for following services available in EMS E3 . Azure Active Directory Premium 1 features implementation scope . Windows Intune implementation scope . Azure Information protection implementation scope . Advanced Threat Analytics implementation scope	Please refer pt. As at Sr. No. 55 above.
116	6	5.1.2 Assessment and Planning	Post network assessment If SI suggested any changes in BW, Network Infra, procurement of additional devices then how bank will take care of those requirement ? Is Bidder expected to provide same with separate commercials ? Will need detail list of features from O365 E5/E3/EMS E3/ATP which need to be implemented. This is required to freeze scope and area of assessment and planning	As at Sr. No. 50 above.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			2 Weeks of timelines are very less for assessment, please extend it up to 4-6 weeks ? Post assessment, please provide clarity about who will implement suggested remediations?	Please refer pt. 109 above. Recommendation on requirements of additional items in connection with the implementation within the SOW of this RFP shall be considered by the Bank on need basis within prescribed time lines.
			We will need SIDBI's expectation on remediation implementation timelines	
117	12	5.3 Solution Delivery and Implementation schedule	Kindly revisit timelines. Implementation timelines will be able to estimate only after detail assessment and remediation.	Please refer pt. 109 above.
118	11.19 - IPR Infringement	As part of this project, bidder / service provider will deliver different software, if the use of any such software by / for SIDBI, infringes the intellectual property rights of any third person, Service provider shall be primarily liable to indemnify SIDBI to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by third party for such infringement, subject to the condition that the claim relates to Software provided/used by Bidder/Service provider under this project.	The Bidder is not an Original Equipment Manufacturer ("OEM") and an Original Software Developer ("OSD"). The Bidder being a systems integrator for the subject deal shall pass on the indemnity it gets from the concerned OEM and OSD to the Bank.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
119	11.20 - Limitation of liability	Save and except the liability under Section of 'IPR Infringement' and/or indemnity provision (Clause 11.27, in no event shall either party be liable with respect to its obligations for indirect, consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party	<b>To make the RFP feasible and commercially viable the Bank is requested to limit the liability as mentioned below;</b>  The maximum aggregate liability of each party under this RFP for any claim or series of claims regardless of the form of claim, damage and legal theory shall not exceed the Annual	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		has been advised of the possibility of such damages. The aggregate liability of the Service Provider, arising at any time under this Agreement shall not exceed the total order value.	Contract Value.	
120	11.27 – Indemnity	The Bidder/ successful bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of: 1. Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RfP document; and/or 2. An act or omission of the Bidder, employees, agents in the performance of the obligations of the Bidder under this RfP document; and/or 3. Claims made by employees who are deployed by the Bidder, against the Bank; and/or 4. Breach of any of the term of this RfP document and/or of the agreement to be entered subsequent this RfP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty by the successful Bidder under this RfP document and/or of the agreement to be entered subsequent this RfP; and/or 5. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or 6. Breach of confidentiality obligations of the Bidder contained in this RfP document; and/or 7. Negligence, fraudulence activities or gross misconduct attributable to the bidder or its employees; and/or 8. The use of unlicensed and illegal Software and/or allied components by the successful Bidder 11.27.2. The Bidder will	The indemnity stated in the RFP is very wide thereby we request Bank that indemnity be restricted to third party claim(s) for bodily injury including death, damage to tangible property due to gross negligence and wilful misconduct of Bidder and infringement of intellectual property rights only.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		have to at its own cost and expenses defend or settle any claim against the Bank that the Deliverables and Services delivered or provided under this RfP document infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the Bank: 1. Notifies the Bidder in writing; and 2. Cooperate with the bidder in the defense and settlement of the claims. 11.27.3. The Bidder shall not be liable for defects or non-conformance resulting from: 1. Software, hardware, interfacing not approved by Bidder; or 2. Unauthorized modification of Software or any individual product supplied under this RfP document, or Bank's failure to comply with any mutually agreed environmental specifications. 3. Use of a Deliverable in an application or environment for which it was not designed or not contemplated under this Agreement; 4. Modification of a deliverable by anyone other than the bidder where the unmodified version of the deliverable would not be infringing.		
121	12.9. Annexure – IX: Pre Contract Integrity Pact – Fall Clause	The BIDDER undertakes that it has not supplied/is not supplying similar products/ systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Price is always dependent on various factors and some of them are identified below. The integrity pact is for ensuring that bidders don't indulge in unethical behaviour and ensuring competitiveness. The undertaking above shall not be applicable and we request that this clause is deleted.  If Bank is not keen to delete the clause we kindly request Bank to clarify:	No Change



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			i) that the undertaking above is only applicable if all other factors are identical. a) payment terms (advance or arrears or 30 days to 90 days payment terms) b) supply on best effort basis as against supply with liquidated damages and the rate of LD c) commercial and legal risk elements in contract d) place of supply (supply in centralized model as against decentralized model or supply in metros as against remote location) e) volume f) discount offered by OEM ii) that in the event the bidder doesn't have a control over price due to reason beyond its control (percentage of discount provided by OEM) the same shall be taken into account. iii) that in case bidder doesn't have a tracking mechanism for tracking price, bidder shall be allowed to make such declaration. iv) that the clause shall only be effective prospectively and not retrospectively. v) that this kind of undertaking may have adverse impact on competition and in the event this is treated as anti-competitive the bidder shall not be liable.	
122	4.2.3.4		DR site Bandwidth required, clients count.	Internet bandwidth at DR site is 32 Mbps. Client count is same as at DC.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
123	3.l.	Solution Implementation:	Current User Principle name for users.	Shall be shared with successful bidder at the time of implementation.
124	3.n.	List of application that needs to be integrated with Office 365		
125	4.c.	Migration current size of mailboxes.	Are there any .NSF files (any encrypted .nsf files ), need to be migrated to office365	There may not be any encrypted .nsf file.
126	10.2	Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.	Please remove the same price clause for 3 years as that limits only LARs to participate in the quote.	No Change
127	5.b	Hardware would be required. ADFS , Directory Sync server role needs to be installed.	To activate integration ADFS, ADFS PROXY and AAD connect servers required.	All hardware requirements should be clearly spelt by the bidders in Solution Architecture Document.
128	6	Reverse Data shifting	PST will be converted back to nsf files.	Reverse data shifting activity does not include data migration
		Reverse Data shifting	It will charged Separately. We recommend not force to include the charges for the same in this deployment service charges	
129	c	The Data Center hosting the Cloud/ Solution including Disaster Recovery (DR) and Business Continuity Plan (BCP) Data Centers should be located in India, with no network and data sharing/ replication to any other Data Center outside boundaries of India.	The Bank Directly needs to query & bind microsoft on these terms	Agreed. However, shall be discussed and finalised with the successful bidder at the time of contracting.
130	n	Regulatory / Compliance Requirements	The Bank Directly needs to query & bind microsoft on these terms	
131	6 Right to Audit	i. Bank's data should not cross Indian geographical boundaries (physically or logically)	The Bank Directly needs to query & bind microsoft on these terms	
132	7. Data and Information	ix. Sharing of encryption management with Bank on multi-tenant storage.	The Bank Directly needs to query & bind microsoft on these terms	





**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
	Security			
133	XIII	Backup and restore Perform regular backup and recovery tests to assure that logical segregation and controls are effective.	Technicalbackup tool would not work with O365 data	This is to be ensured by Microsoft.
134	XV	Forensic data To provide Forensic Investigation Support as and when required by the Bank	whatever MS can provide based on our requirement we can share with bank	Please refer pt. No. 17 above.
135	Page 6, 3.1.1	Microsoft Office 365 Cloud Service Provider (CSP)	License type should be confirmed. Whether the cloud Licenses should be MOLP or CSP License.	Please refer pt. No. 1 above.
136	Page 6, 3.1.2	The contract duration is THREE (03) years.	All Office 365 Licenses are having Annual Contract. Need to discuss with Microsoft regarding 3 years contract.	No Change
137	Page 8, 4.2.1.1	SIDBI is having Microsoft Windows Active Directory Services (ADS) with single domain name as SIDBIFARM.COM, configured in Windows 2008 Mixed Mode. Also going forward SIDBI may also have multiple domains.	Need confirmation from SIDBI whether they want to sync their on premise Active Directory with that with the Cloud.	On-premise Active Directory may sync with Cloud, however the user password shall reside in database/ repository of users (user inventory) should be maintained in Bank's premises. Pl. Refer pt. 5.1.3.p also for the same.
138	Page 8, 4.2.1.6	AD Schema has been extended to accommodate data storage of Biometric credentials (finger prints) of AD users as part of 3rd party Biometric Authentication System implemented in the Bank.	Need to get confirmation from Customer whether they want Multi Factor Authentication to be enabled in Office 365.	Yes.
139	Page 8, 4.2.1.7	Detailed AD architecture document, if required, would be shared with the bidders on request as part of the pre-bid clarifications.	AD Architecture Documents Required.	Provided as Appendix to this document.
140	Page 11, 5.1.1,e	SIDBI also reserves the right to subscribe to additional licenses under various profiles at the rates being contracted in this RfP and also surrender a license at any stage during the contract period. In case of a license being surrendered, payment for such licenses shall be made on pro-rata basis till the date of its	O365 License are Annual Committed License. If Customer deactivates subscription before actual License Expiry Microsoft nor Reseller can refund any payment for the canceled subscription neither fully or on pro-rate basis.	Same as at Pt. 3 above.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		surrender.		
141	Page 11, 5.1,1,f	Currently SIDBI is having following Microsoft Office perpetual License, which should be accounted for and bidder has to pass on the discount/ concessions for the same to the Bank.	License buy back option is not supported by Microsoft.	No Change
142	Page 12, 5.1,1,J	During the tenure of the contract, the solution should be scalable enough to accommodate number of users up to 2000 with all the features/ services enabled for all the users.	Office 365 Enterprise has no max capping to number of users keeping in view that Customer needs to have active subscription and license availability to assign to increased users.	Agreed.
143	Page 12, 5.1,1,O,3,ii	Upon Office 365 subscription expiration or termination, SIDBI should be provided with at least 90 days of access to export data.	As per Microsoft O365 License Policy customer gets a 30 days grace period upon expiration of service. During that period customer can download any data from Microsoft DC. 90 days accessibility of data export after expiration is not permissible.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
144	Page 14, 5.1,1,O,11	The Cloud infrastructure including servers, routers, storage devices, power supplies, and other components that support operations, compliance Required should be physically secured. Safeguards include the adequate control and monitoring of physical access using biometric access control measures and closed circuit television (CCTV) monitoring. A security plan for the physical environment should be implemented. Bank should have audit rights on complete physical setup. Data Center should have relevant standard certifications and accreditations.	SIDBI cannot visit Microsoft Data centre for audit purpose both for Physical Audit or Software Audit. Each data preserved by Microsoft is secured by Security Certifications from different Security Organizations around world. Document for such certifications can be provided if requested.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
145	Page 16, 5.1,3,m	Bidder should ensure solution compatibility with SIDBI's Desktop build of Windows 7 and above, Internet Explorer 8 and above and all other commonly used browsers viz. Chrome, Mozilla, Firefox, Safari etc.	Microsoft Exchange Online works on Exchange Server 2016. The protocol which works for this is MAPI over HTTPS which only works with Windows 8.1 and above with Office 2013 and above. Customer can use Exchange 2016 with Windows 7 and Office 2010 by configuring	Successful bidder shall be required to address all such issues during implementation.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			POP3 or IMAP.	
146	Page 16, 5.1,3,n	Solution should be able to work and integrate seamlessly with Bank's existing investments of Microsoft Office Suite of Applications – where Microsoft Objects could be embedded with Office 365 without loss of any of their native functionality.	Min Requirement: Operating system Windows 10, Windows 8.1, Windows 8, Windows 7 Service Pack 1, 1 GB RAM (32-bit) Memory 2 GB RAM (64-bit) recommended for graphics features, Outlook Instant Search & certain advanced functionality Disk space 3 gigabytes (GB) Monitor resolution 1024 x 768	Agreed
147	Page 16, 5.1,4,c	Migration of mail boxes shall be done in toto i.e. all the mails, calendars, contacts, folders, subfolders contained within a mail box including encrypted mails as at the time of migration should be migrated irrespective of number/ age of mails, size of mail box etc.	Office 365 E5 & E3 have 100 Gb of inbox Size. If the migrated mail exceeds the limit then it will create problem for future mails. SIDBI has to ensure the data size of the mail to be migrated.	No Change
148			What Is the Budget allocated for the RFP	Can not be disclosed.
149	1	Active Directory Domain Controllers OS	Please Specify Available Domain Controller Operating System	PI. see attached AD Architecture document.
150	2	Active Directory Forest Name	Please Specify the Root Forest Domain Name	SIDBIFARM.COM
151	10	User Principle Name in Forest 1 and all UPN Suffixes	Please specify UPN & all UPN suffixes	Details shall be shared with successful bidder at the time of implementation
152	11	User Principle Name in Forest 2 and all UPN Suffixes	Please specify if applicable	No applicable
153	26	Connectivity Between Each Active Directory Sites (NW Diagram)	Please Provide the Detailed Architecture Diagram of Core Data Center and AD Architecture	AD Architecture is attached herewith. However, Architecture Diagram of Data Center shall be shared with successful bidder.
154	27	Internet Connectivity and Internet Proxy Used	Please provide the Internet Proxy Information (version, configurations, Settings) in Forest.	Shall be shared with successful bidder at the time of implementation.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
155	29	Is DNS is AD Integrated	Please specify if DNS is AD integrated	Yes.
156	30	How many DNS Zones you have in DNS Servers?	Please specify how many DNS zones are available in existing DNS server.	Shall be shared with successful bidder at the time of implementation.
157	31	Do you have a DHCP Server ?	Please specify if DHCP server you have.	
158	32	Are your Planning for Single Sign On?	Please specify if planning for Single Sign on.	
159	33	Do you Have Non-Internet Routable UPN for On-Prem Users? (e.g Doamin.local etc)	Please Specify how many users are using this UPN and is there any applications that are Dependent on this UPN?	
160	34	Do you have UPN Dependent Applications ??	if yes, Please specify the Usage and Dependency upon UPN	
161	1	Windows Client OS and Service Pack	Provide details of all Windows client available	Please refer para 5.1.3.m of RfP.
162	2	MAC Device OS and Service Pack	Provide details of all MAC client available	Shall be shared with successful bidder at the time of implementation.
163		Office Versions available on Windows Clients	Please specify the current Outlook and Outlook Service Pack as well	
164	2	Office Version available on MAC Clients	Please specify the current Outlook and Outlook Service Pack as well	
165	3	Lync/SfB Client Version and Updates?	Please specify	
166	4	Mobile Device Used for Mail Access?	If yes, please specify	
167	5	Mobile Device Used for Lync/SfB Access?	If yes, please specify	Andriod, iPhone, MS Surface Pro, Tablets
168	6	How the Client Updates are deployed?	Please specify	Shall be shared with successful bidder at the time of implementation.
169	7	Client Browsers and their Versions Used?	Please specify all client browser versions which are currently used	Please refer para 5.1.3.m of RfP.
170	8	Any dependencies with IE and Applications??	Please specify if any application dependent of particular version of browser.	
171	9	Are you planning to Deploy Office 365 Pro-Plus too for migrating users	Please specify if planning to Deploy Office 365 Pro-Plus too for migrating users	Yes, for all Profile-1 and Profile-2 users.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
172	10	How the bulk installation and update would be desired??	If planning for Pro-Plus deployment then please specify how can bulk installation and update would be desired ?	Shall be discussed and finalised with successful bidder at the time implementation.
173	1	Version On-Prem Domino Server	Please provide current On-Prem Exchange server details with Rollup Update versions	SIDBI does not have On-prem exchange Server.
174	2	Primary SMTP Domain Name	Please specify Primary SMTP Domain Name	Shall be shared with successful bidder at the time of implementation.
175	3	Secondary SMTP Domain Names	Please specify All Secondary Domain Names	
176	5	Do you have Internal Certificate Authority or Certificates issues by Internal CA for Exchange Services?	Please specify	We have Certificate issued by External CA (Thwate)
177	6	Do you have Hardware or Software Load balancer?	Please specify if having Hardware or Software Load Balancer	Shall be shared with successful bidder at the time of implementation.
178	7	MX Record Pointing to??	Give Smart host, Mail Gateway details with location/Datacenter	
179	8	Describe the Domino Mailing Solution Architecture Diagram (for each site)	Please provide the Detailed Visio Diagram, Please share either Visio diagram or JPG file	Attached herewith.
180	9	Average Message Size sent / received	Please specify	Please refer pts. 46 and 108 above. Balance information shall be shared with successful bidder at the time of implementation.
181	10	Average Mailbox Size	Please specify	
182	11	Average Number of Mails sent Per user per day	Please specify	
183	12	Average Number of Mails Received Per User Per Day	Please specify	
184	13	What are the Email address policies?	Please describe	
185	14	Is there any archiving solution running in the current environment?	Please specify the Archiving Policies and Rules and Product details	Native archiving feature at Domino client's side. No archiving at the server end.
186	15	Max message Attachment size for inbound mails?	Please specify	Please refer pt. 46 above
187	16	What is the max message attachment size allowed for outbound mails?	Please specify	
188	17	Send Connector Details	Please specify	Shall be shared with successful bidder at the time of



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
				implementation.
189	18	Total Number of On-Prem Mailbox	Please specify	Pl. Refer pt. 108 above.
190	19	No of Users per branch Locations	Please specify	Shall be shared with successful bidder at the time of implementation.
191	20	Avg Size of .nfs file Size	Please specify	Pl. Refer pt. 108 above.
192	21	Is SIDBI will provide Third Party tool for nfs to pst conversion Tool or any other Third party Tool	Please confirm	Pl. Refer pt. 56 above.
193	22	Incase of Storage or PST send via disk , SIDBI needs to pay for disk and other charges	Please confirm	No acceptable
194	5.1.1.f	Currently SIDBI is having following Microsoft Office perpetual License, which should be accounted for and bidder has to pass on the discount/ concessions for the same to the Bank.	There is no discount available for Old versions of Offices.	Pl. Refer pt. No. 4 above
195	5.1.1.k	The solution should be capable of generating standard MIS and customised reports for Administrators. Solution should also provide customisable dashboard for Administrators so as to view the real-time status of users, tickets, service health, utilisation and usage.	Native Reports of Office 365	Agreed
196		Audit Trail & Logging Requirement: "Integration with Banks Security Operations Centre (SOC)"	Native Funtionalities of Office 365	
197	5.1.1.i.	Creation of Solution Portal and domain registration.	Native Funtionalities of Office 365	
198	5.1.1.J	Customisation of portal interface as per SIDBI requirement.	Native Funtionalities of Office 365	
199	5.1.1.M	Internet Explorer 8 and above and all other commonly used browsers viz.Chrome, Mozilla, Firefox, Safari etc.	Native Funtionalities of Office 365	
200	5.1.1.7	User Training	Please confirm no of training with location before submission	Please refer <b>para 5.1(7).d of RfP.</b>
201	5.1.2.1	Assigned Support	Duration of Training and payment terms	As per RfP.
202	7.7.8	The bid security (EMD) may be forfeited: a) If a Bidder withdraws its bids during the period of bid validity.	The bid security (EMD) may be forfeited: a) If a Bidder withdraws its bids during the	No Change. However, shall be discussed



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		<p>b) If a Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.</p> <p>c) In case of successful Bidder, if the Bidder fails to accept the LOI / Purchase order or sign the contract or fails to furnish performance guarantee.</p> <p>d) In all the above cases, the bidder would also be banned for a period of 3 years from subsequent bidding in any of the Bank's (SIDBI) tenders.</p>	<p>period of bid validity <u>due to reasons solely attributable to the Bidder and despite adequate consideration of Bidder's deviations by the Bank.</u></p> <p>b) If a Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.</p> <p>c) In case of successful Bidder, if the Bidder fails to accept the LOI / Purchase order or sign the contract or fails to furnish performance guarantee <u>due to reasons solely attributable to the Bidder and despite adequate consideration of Bidder's deviations by the Bank.</u></p> <p>d) In all the above cases, the bidder would also be banned for a period of 3 years from subsequent bidding in any of the Bank's (SIDBI) tenders.</p>	<p>and finalised with the successful bidder at the time of contracting.</p>
203	7.8.9	<p>Time shall be the essence of the contract / order, therefore, no extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the Bidder, which in the opinion of SIDBI should entitle the Bidder to a reasonable extension of time, such extension may be considered by SIDBI at its sole and absolute discretion, however such extension shall not operate to relieve the Bidder of any of its obligations. SIDBI shall not be liable for any extra financial commitment due to such extension of time. In case of any such extension, the Bidder would be required to extend the</p>	<p><del>Time shall be the essence of the contract / order, therefore, no extension of time is anticipated, but if</del> untoward or extraordinary circumstances should arise beyond the control of the Bidder, which in the opinion of SIDBI should entitle the Bidder to a reasonable extension of time, such extension may be considered by SIDBI at its sole and absolute discretion, however such extension shall not operate to relieve the Bidder of any of its</p>	<p>No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.</p>



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		validity period of the performance guarantee accordingly.	obligations. SIDBI shall not be liable for any extra financial commitment due to such extension of time. In case of any such extension, the Bidder would be required to extend the validity period of the performance guarantee accordingly.	
204	7.9.1	Prices and other terms offered by Bidders must be firm for an acceptance period of 90 days from date of closure of this RfP.	Prices and other terms offered by Bidders must be firm for an acceptance period of <del>90</del> <b>30</b> days from date of closure of this RfP.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
205	10.2	As per RFP	Request to add: <b>Payments to be made on 30 days of receipt of invoices</b> Request to delete the following,"10.2.13. In case of LD to be charged to bidder, bank will intimate the amount of LDand bidder has to raise credit note/invoice. The amount payable would be net ofdebit and credit note / invoice.10.2.14. The Bidder must accept the payment terms proposed by the Bank. Thefinancial bid submitted by the Bidder must be in conformity with the paymentterms proposed by the"	No Change
206	10.2.15	In case the contract is terminated payment will be made on pro rata basis for the period services have been delivered, after deducting applicable LD, TDS and adjusting other pending charges, if any.	In case the contract is terminated payment will be made on pro rata basis for the period services have been delivered, <del>after deducting applicable LD, TDS and adjusting other pending charges, if any.</del>	No Change
207	10.3	As per RFP	<b>Maximum aggregate penalty, in whatever form, under this RFP to be capped to a maximum of 3% of the delayed/defaulting</b>	No Change





**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
208	10.4.1	<p>a) Bank may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or part:</p> <p>i. If the bidder fails to deliver any or all of the services within the period(s) specified in the contract or within any extension thereof granted by the Bank pursuant to conditions of contract or</p> <p>ii. If the bidder fails to perform any other obligation(s) under the contract.</p> <p>b) In the event Bank terminates the Contract in whole or in part , Bank may procure, upon such terms and in such manner, as it deems appropriate, system or services similar to those undelivered and the bidder shall be liable to Bank for any excess cost for such similar systems or services. However, the bidder shall continue the performance of the contract to the extent not terminated.</p>	<p><b><u>services.</u></b></p> <p>a) Bank may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or part, <b><u>subject to a cure period of thirty (30) days:</u></b></p> <p>i. If the bidder fails to deliver any or all of the services within the period(s) specified in the contract or within any extension thereof granted by the Bank pursuant to conditions of contract or</p> <p>ii. If the bidder fails to perform any other obligation(s) under the contract.</p> <p>b) In the event Bank terminates the Contract in whole or in part , Bank may procure, upon such terms and in such manner, as it deems appropriate, system or services similar to those undelivered and the bidder shall be liable to Bank for any excess cost for such similar systems or services <b><u>subject to a maximum of 3% of such excess costs.</u></b> However, the bidder shall continue the performance of the contract to the extent not terminated.</p>	<p>No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.</p>
209	10.4.3	<p>Notwithstanding anything mentioned above, the Bank reserves the right to cancel / terminate the contract or unsubscribe with 30 days' notice, without assigning reasons thereto. In such case payment till the termination of the contract would be paid on prorata basis.</p>	<p>Notwithstanding anything mentioned above, the Bank reserves the right to cancel / terminate the contract or unsubscribe with <del>30</del><b>90</b> days' notice, without assigning reasons thereto. In such case payment till the termination of the contract</p>	<p>No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.</p>



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
210	11.3.1	As per scope of the RFP, the subcontracting is explicitly prohibited. Delivery of all the services as per the scope of this RfP shall be the sole responsibility of the bidder. Consortium or sub-contractor arrangement in any form is strictly not allowed. Bank will not entertain any submissions from the bidders in this regard.	As per scope of the RFP, the subcontracting is explicitly prohibited <b>without prior consent from the Bank</b> . Delivery of all the services as per the scope of this RfP shall be the sole responsibility of the bidder. <del>Consortium or sub-contractor arrangement in any form is strictly not allowed.</del> Bank will not entertain any submissions from the bidders in this regard.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
211	11.8	The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.	The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability <del>and all consequences that may occur or arise</del> for any default or failure on its part to conform or comply with the above and all other statutory	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			obligations arising therefrom and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.	
212	11.13	The bidder agrees for the following continuity arrangements to ensure the business continuity of the Bank:1. In the event of this agreement comes to end on account of termination or by the expiry of the term/renewed term of the agreement or otherwise, the bidder shall render all reasonable assistance and help to the Bank and to any new service provider engaged by the Bank, for the smooth switch over and continuity of the services.2. In the event of failure of the bidder to render the service, without prejudice to any other right the Bank shall have as per this agreement, the bank at its sole discretion may make alternate arrangements for getting the services from any other source. And if the bank gives a prior notice to the service provider before availing such service from any other alternative source, the service provider shall be liable to reimburse the expenses, if any incurred by the bank in availing such services from the alternative source	<del>The bidder agrees for the following continuity arrangements to ensure the business continuity of the Bank:1. In the event of this agreement comes to end on account of termination or by the expiry of the term/renewed term of the agreement or otherwise, the bidder shall render all reasonable assistance and help to the Bank and to any new service provider engaged by the Bank, for the smooth switch over and continuity of the services.2. In the event of failure of the bidder to render the service, without prejudice to any other right the Bank shall have as per this agreement, the bank at its sole discretion may make alternate arrangements for getting the services from any other source. And if the bank gives a prior notice to the service provider before availing such service from any other alternative source, the service provider shall be liable to reimburse the expenses, if any incurred by the bank in availing such services from the alternative source</del>	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
213	11.19	As per RFP	Request to add the following,  "Bidder shall not have any liability to Customer under this Section to the extent that any infringement or claim thereof is attributable to:	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			(1) the combination, operation or use of a Deliverable with equipment or software supplied by Customer where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by Customer; (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than Bidder where the unmodified version of the Deliverable would not have been infringing. Bidder will completely satisfy its obligations hereunder if, after receiving notice of a claim, Bidder obtains for Customer the right to continue using such Deliverables as provided without infringement, or replace or modify such Deliverables so that they become non-infringing. "	
214	11.2	Save and except the liability under Section of 'IPR Infringement' and/or indemnity provision (Clause 11.27, in no event shall either party be liable with respect to its obligations for indirect, consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of the Service Provider, arising at any time	<del>Save and except the liability under Section of 'IPR Infringement' and/or indemnity provision (Clause 11.27,</del> in no event shall either party be liable with respect to its obligations for indirect, consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		under this Agreement shall not exceed the total order value.	whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. <b><u>Notwithstanding anything to the contrary,</u></b> the aggregate liability of the Service Provider, arising at any time under this Agreement shall not exceed <b><u>25% of the</u></b> the total <b><u>annual</u></b> order value.	
215	11.23	As per RFP	Request notice period of 30 days. Request such audit to be conducted during normal business hours and not more than once every financial year, Request Wipro's internal cost records and sensitive financial information to be excluded from the scope of such audit. Request audit to be conducted at Bank's costs. Request auditor to enter into the appropriate confidentiality obligations before conducting the audit	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
216	11.27	11.27.1. The Bidder/ successful bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of: 1. Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RfP document; and/or 2. An act or omission of the Bidder, employees, agents in the performance of the obligations of the Bidder under this RfP	11.27.1. The Bidder/ successful bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any <b><u>third party</u></b> claim, suit or proceeding brought against the Bank as a result of:	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		<p>document; and/or</p> <p>3. Claims made by employees who are deployed by the Bidder, against the Bank; and/or</p> <p>4. Breach of any of the term of this RfP document and/or of the agreement to be entered subsequent this RfP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty by the successful Bidder under this RfP document and/or of the agreement to be entered subsequent this RfP; and/or</p> <p>5. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or</p> <p>6. Breach of confidentiality obligations of the Bidder contained in this RfP document; and/or</p> <p>7. Negligence, fraudulence activities or gross misconduct attributable to the bidder or its employees; and/or</p> <p>8. The use of unlicensed and illegal Software and/or allied components by the successful Bidder</p>	<p>1. <del>Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RfP document; and/or</del></p> <p>2. <del>An act or omission of the Bidder, employees, agents in the performance of the obligations of the Bidder under this RfP document; and/or</del></p> <p>3. Claims made by employees who are deployed by the Bidder, against the Bank; and/or</p> <p>4. <del>Breach of any of the term of this RfP document and/or of the agreement to be entered subsequent this RfP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty by the successful Bidder under this RfP document and/or of the agreement to be entered subsequent this RfP; and/or</del></p> <p>5. <b>3.</b> Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or</p> <p>6. <del>Breach of confidentiality obligations of the Bidder contained in this RfP document; and/or</del></p> <p>7. <b>gross</b> Negligence, fraudulence activities or gross misconduct attributable to the bidder or its employees; and/or</p> <p>8. The use of unlicensed and illegal Software and/or allied components by the successful Bidder</p>	



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
217	e	that the Bidder shall ensure that all assets including but not limited to software, licenses, databases, documents, etc. developed, procured, deployed and created during the term of the agreement are duly maintained and suitably updated, upgraded, replaced or substituted with regard to contemporary and statutory requirements,	that the Bidder shall ensure that all assets including but not limited to software, licenses, databases, documents, etc. developed, procured, deployed and created during the term of the agreement are duly maintained and suitably updated, upgraded, replaced or substituted with regard to contemporary and statutory requirements,	No Change
218	12.1	Further, we agree to abide by all the terms and conditions as mentioned herein the tender document.	Further, we agree to abide by all the terms and conditions as mentioned herein the tender document <b><u>read together with our deviations to the same.</u></b>	No Change
219	12.9	As per RFP	Request to delete clauses 3.12, 3.13, 6.1.4 and 7	No Change
220		Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by	No Change



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			the customer	
221		Clause not present in RFP	Notwithstanding anything to the contrary contained elsewhere in the contract, The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	No Change
222		Clause not present in RFP	Products/Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/ commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.	Pl. Refer pt. 91 above.
223		Clause not present in RFP	Wipro shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Wipro shall not provide any additional warranties and indemnities with respect such products.	No Change
224		Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or	No Change





**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	
225		Clause not present in RFP	Customer acknowledges that personnel to be provided by Wipro represent a significant investment in recruitment and training, the loss of which would be detrimental to Wipro's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Wipro employee, or induce any such individual to leave the employ of Wipro. For purposes of this clause, a Wipro employee means any employee or person who has who has been involved in providing services under this Agreement.	No Change
226		Clause not present in RFP	Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	No Change
227		Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase	No Change



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			Order. Wipro will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Wipro shall not be bound to perform any additional services.	
228		Clause not present in RFP	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.	Pl. Refer pt. No. 29 above.
229		Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	No change
230		Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	No change
231		Clause not present in RFP	Nothing withstanding anything contained here, including annexures etc, the maximum	No change



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
			aggregate penalty against the bidder for all claims, by which ever name so called, shall be limited to 3% of the respective SOW/PO and shall be in lieu of all available remedies. Also, Wipro does not agree to any form of risk purchase.	
232		Clause not present in RFP	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer.	No change
233		Clause not present in RFP	If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be Bangalore, India.	No Change.Pl. refer para 11.29 of RfP.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
234			Wipro is not responsible for delays caused by the reasons of strikes, changes in Government Regulations, labor disputes, wars, acts of God or any other such reason beyond its reasonable control.	No Change. Pl. refer para 11.28 of RfP.
235	4.2.1.7	4.2.1.7. Detailed AD architecture document, if required, would be shared with the bidders on request as part of the pre-bid clarifications.	AD Architecture is required	Being provided herewith.
236	4.2.2.1	4.2.2.1. SIDBI is currently using IBM Lotus Domino platform for mailing. Outbound mails are sent from Domino server to internal SMTP Server and then transferred directly over Internet. SIDBI has its MX record and anti-spam feature configured with third party web hosting and mail Gateway Service Provider.	1) IBM Lotus version 2) name of third party web hosting and mail Gateway Service Provider.	1) 9.0.1 2) Shall be shared with successful bidder.
237		4.2.2.2. All inbound internet mails from external domains, are first received at hosted mail box, gets scanned for anti-spam, thereafter they are pushed to SMTP server of the Bank. SIDBI has also enabled employees to access internal mails while on move through handheld & laptops.	is SMTP server used for bulk Emailing? are Applications are sending mails to internal and external user?	Yes
238		4.2.2.5.1. Number and size of primary mail boxes may change at the time of migration and bidders should factor this consideration.	Upto what extent, approximate	No. Of primary mail boxes may increase by < 1%.
239		4.2.3.2. The Internet bandwidth is procured from multiple service providers and the links are terminated on link load balancer deployed in HA mode at DC for load sharing, Bandwidth management, DNS etc.	Details on Load balancer	Pl. Refer pt. No. 47 above.
240	4.3.1	<b>4.3.1.</b> Deployment of Microsoft Office 365 Cloud Solution for the Bank and Migration of Mail boxes of its Staff with end-user training.	upto what level of training you are looking for.	Pl. Refer para 5.1.7 (User Training) of RfP.
241	4.3.1	b. Any other service/ features added to these plans by Microsoft during the contract period shall be delivered	which all solution is to be deployed	Pl. Refer pt. No. 55 above.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		unconditionally and free of cost to SIDBI.		
242	4.3.1	The solution should maintain and manage the logs for all the necessary services/ software being used by the Bank. The solution should have capabilities to integrate with the Banks existing systems/ application (For e.g. in case an application from Bank wants to send alerts/ automated mails/ campaign mails etc. should be able to integrate with the email system in the proposed solution and Integration with Banks	provide the list of Applications and version	Shall be shared with successful bidder.
243	4.3.1	The solution should comply with all the Regulatory/ Compliance guideline of the Banks/ Regulatory authority in India. Bank has right to change the compliance/ guideline at any point of time and the service provider has to comply with the guidelines. Bank has right to audit by Bank, regulatory authority or any agency appointed by the Bank, the data centres/ premises wherein the solution is hosted or Banks data is kept.	Though Office 365 support most of the Regukatiry Compliance guidelines nut if any specific one please highlight	Pl. Refer pt. No. 10 above.
244	4.3.1	b. Network Infrastructure review: Successful bidder shall carry out Bank's Network Infrastructure assessment for WAN Design, Bandwidth Routing, Internet Policy, Security etc. requirements especially in the wake of Collaboration components/ tools like Skype, Yammer etc. being subscribed and submit assessment report to the Bank clearly recommending the additional network bandwidth/ infrastructure requirements, if any. However, the successful bidder shall ensure that the solution is configured optimally for network bandwidth utilisation.	what all component O365 has to be deployed	Pl. Refer pt. No. 55 above.
245	4.3.1	c. User Distribution – geographic, profiling etc.	provide locations and branches with no. of user	Shall be shared with successful bidder.
246	4.3.1	n. Define migration approach with stages along with application integration.	application details required	
247	4.3.1	j. Customisation of portal interface as per SIDBI requirement.	provide details on this	
248	4.3.1	k. Design custom home page for SIDBI mail.	provide details on this	



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
249	4.3.1	c. The Help Desk should be accessible to users as on-site support, online support, E- mail and Telephonic Support.	On site support for remote location would be difficult as it will cost if we want to align resource.	No Change
250	4.3.1	d. In addition to the on-premise Help Desk, Microsoft's on-line Help Desk should also be accessible 24x7x365 to all SIDBI users through online support, E- mail and Telephonic Support.	In this case we need to sign a contract for 24*7 and need to factor a resource accordingly with backp plan.	Pl. Refer Pt. 5.2.1.m of the RfP.
251	4.3.1	g. The bidder should also have an integrated service desk portal for raising user queries/ tickets and real time updates. However, Bank at its own discretion may use existing service desk software and bidder may be required to do requisite integration.	AS per tool customer has or we have to install tool which will be additional cost	No Change
252	4.3.1	Since large number of call requests is expected during rollout period, the help desk should initially be manned by additional resources.	Out of scope. SIDB will own out of scope activitiy	No Change
253	4.3.1	j. Issues pertaining to network and hardware viz. Desktops/ Mobile devices/ onpremises server will be out of the SLA and will be SIDBI's responsibility.	ok as per dashboard available in tool	No Change
254	<b>Schedule</b>	<b>Timelines</b>	Depend upon depednacy from customer like bandwidth, legacy system or OS or application	No Change. Also pl. Refer pt. No. 109 above.
	Solution Delivery: Services provision on cloud, license assignment as per SOW, portal creation	Within <b>02 weeks</b> from the date of purchase order.	Depend upon depednacy from customer like bandwidth, legacy system or OS or application	



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
	etc.			
255		Generic Queries	Is SMTP used only to redirect mail mail, or is it also used for application mails, bulk Emails.	SMTP is used for application mails.
256		Generic Queries	Is DAOS configured? if, Yes are we supposed to migrated the attachments onto to Office365 as well?	Yes DAOS at Domino Server is configured. Migration of attachments onto to Office365 is in the scope.
257		Generic Queries	approximately how much is the total user data or number of mails that is to be migrated(online and archived combined)	For primary mail box data, please refer pt. No. 108 above. However for migration of Archive mail box data, please refer para 5.1.4.d of Rfp.
258		Generic Queries	is there any DLP solution in place	No. Bank is in the process of acquiring the same.
259		Generic Queries	is there any HLB in the existing setup?	SIDBI has Hardware Link Load Balancer.
260		Generic Queries	Are there can 3rd party applications that are to be integrated with O365	Yes, there are few 3rd party applications, approx. 08, that are to be integrated for sending mail alerts/ messages. Currently these applications use SMTP for this purpose.
261	4.2 Current Set up	SIDBI is having Microsoft Windows Active Directory Services (ADS) with single domain name as SIDBIFARM.COM, configured in Windows 2008 Mixed Mode. Also going forward SIDBI may also have multiple domains	Is there any Directory Synchronization solution in place?	No. However, synchronization happens amongst Domain Controllers
262	4.2 Current Set up	Detailed AD architecture document, if required, would be shared with the bidders on request as part of the pre-bid clarifications.	Please share the AD Architecture document and Schema Version.	Pl. see attached AD Architecture document.
263	4.2 Current	SIDBI has also enabled employees to access internal mails while	Is there any Mobility management systems	Currently no Mobility



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
	Set up	on move through handheld & laptops.	available currently in SIDBI? Does SIDBI require MDM solution in the proposed solution?	management systems available. All the plans as per profiles proposed at para 5.1.1.a of RfP are to be delivered.
264	4.2.2 SIDBI Mail Service	Number and size of primary mail boxes may change at the time of migration and bidders should factor this consideration.	While SIDBI has informed no. of Mail boxes, any change in numbers will add to Licences. Hence If SIDBI Can mention the percentage, it will be better. Can SIDBI share current Domino messaging infrastructure diagram? Does SIDBI already has licenses with any Migration tools to migrate Domino mailboxes to O365?	No. Of primary mail boxes may increase by < 1%. However, SIDBI is aware of the fact that the overall number of mail boxes shall not increase 1220. Domino messaging diagram is attached herewith. NO, SIDBI do not have licenses with any Migration tools to migrate Domino mailboxes to O365.
265	5. One time Activities	No. of Licences - 1220 Point B mentions that Any other service/ features added to these plans by Microsoft during the contract period shall be delivered unconditionally and free of cost to SIDBI.	in Section 4.2.2.5, it is mentioned that total no. of mail boxes (User + Common) are 1404. Hence how many licences to be procured?	No. of Licences to be procured are - 1220. As per MS, Common mail boxes do not require separate licenses.
266	5. One time Activities	Solution should be IPv6 Compliant with dual stack compatibility. Subsequent migration to IPv6 to be done, if required, without additional cost to the Bank.	The current Network Architecture diagram for the Bank is IPV4.0. What is the plan of SIDBI to move onto IPV6 and what is the time frame?	Shall be shared with successful bidder.
267	5. One time Activities	Solution should provide an uptime of 99.9% and in case of failures, liquidated damages / charge back to be made available to the Bank.	we request to modify the Uptime to 99.5%.	No change in RfP Clause
268	5. One time Activities	Solution should be able to integrate with the email system in the proposed solution and Integration with Banks Security Operations Centre (SOC).	Is there a current SOC of SIDBI?	Bank is in the process of acquiring SOC.
269	5. One time	Upon Office 365 subscription expiration or termination, SIDBI	Can SIDBI elaborate more on this point?	The RfP Clause is self





**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
	Activities	should be provided with at least 90 days of access to export data.		explanatory.
270	o. Data Privacy and Security Compliance Requirements	Cloud Service Provide to comply with Bank's Recovery Time Objective (RTO) / Recovery Point Objective (RPO) requirement and retention policy.	What is the RTO and RPO requirements of SIDBI?	No Change However, shall be discussed and finalised with the successful bidder at the time of contracting.
271	4. Data Migration	Migration of mail boxes shall be done in toto i.e. all the mails, calendars, contacts, folders, subfolders contained within a mail box including encrypted mails as at the time of migration should be migrated irrespective of number / age of mails, size of mail box etc.	At one place Mail Box Size is mentioned as 500 MB. Who will do the data clean up?	The successful bidder within the scope of RfP.
272	7. User Training	For other users, Bank may use Videoconferencing to train remote users during classroom training as mentioned above and also by providing pre-recorded videos through on-line channels.	Can SIDBI State no. of other users?	Shall be shared with successful bidder, If need be.
273	5.3. Solution Delivery and Implementation Schedule	Solution Delivery : Within 02 weeks from the date of purchase order  Implementation : Data Migration and Training within 4 weeks from delivery of solutions	Need to extend the timelines as it attracts LD Penalties for not adhering to time lines	Time lines for Implementation, Data Migration and Training as mentioned at row no. 2 of the table at para 5.3, is changed to <b>06 weeks from the date of Solution Delivery.</b>
274	9. Service Level Agreement	4. SLA for Unavailability of required Support Manpower: 110% of man-day rate, per day per Person	we request to cap overall Penalty during support period at 5% of the monthly fees.	No change in RfP Clause
275	Indemnity	The Bidder/ successful bidder shall indemnify the Bank, and shall	Indemnity shall be made applicable only in	No change in RfP Clause



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:	cases of any third party claims suit or proceeding brought against SIDBI	
276	Limitation of Liability		We propose the following changes to the clause: In no event shall either party be liable with respect to its obligations under or arising out of this agreement for consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of vendor, arising at any time shall not exceed the total annual contract value.	No change in RfP Clause
277		7 Fall Clause 7.1 The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/ systems or sub systems was supplied by the BIDDER to any other	Please have the Fall Clause deleted. Most favored pricing or fall clause is hard for Bidder to furnish, as the price of another contract may be dependent on several factors which may be different from the current tender process. These include legal provisions in contracts, payment terms and exchange rate at the time of	The Fall Clause can not be deleted.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
		Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	procurement.	
	6.1.1. Pre-Qualification Criteria	3. Bidder should have experience of executing Minimum two (02) Office 365 projects with minimum 500 subscription licenses in last 05 years and involving migration from Lotus Notes Mail to Exchange in at least 01 project.	Request for relaxation of below points – A) Minimum two (02) Office 365 projects with minimum 100 subscription licenses in last 05 years B) Migration from Lotus Notes/MS exchange/Any other open source to O365.	No Change
278	7.8.1	The successful Bidder shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Bank equivalent to <b>10%</b> of the total contract value for one year. The year having highest contract value will be used for calculation of value of PBG. The performance guarantee will be valid till at least three months beyond the expiry of the contract period. The performance security is to be submitted within ONE month from the date of award of contract as per the format provided by Bank.	PBG should not be applicable for licensing product as the bidders obligations are completed once he delivers the licenses. PBG should ideally be only for Services value only.	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.
279	11.23	The vendor shall allow the Bank, its authorized personnel, its auditors (internal and external), authorized personnel from RBI / other regulatory & statutory authorities, and grant unrestricted right to inspect and audit its books and accounts, to provide copies of any audit or review reports and findings made on the service provider, directly related to the services. In case any of the services are further outsourced/ assigned/ subcontracted to other vendors, it will be the responsibility of the vendor to ensure that the authorities / officials as mentioned above are allowed access to all the related places, for inspection and verification.	Audit by statutory authorities and other regulatory bodies is acceptable but audit by customer and their authorized personnel is not acceptable	No Change. However, shall be discussed and finalised with the successful bidder at the time of contracting.



**PRE-BID CLARIFICATIONS**

S. No.	Section No.	Description	Bidder(s) Query	SIDBI's Response
280	5.3	Solution Delivery: Services provision on, cloud, license assignment as per SOW portal creation etc. : Within 02 weeks from the date of purchase order	2 weeks from Date of PO will not possible as Microsoft has a lead time of 1-2 weeks on license delivery. Post which deployment will take 3-4 weeks to complete the portal part of email and other service configuration(excluding share point development)	No Change in timeline for Solution Delivery.
281	5.3	Implementation, Data Migration and Training : Within 04 weeks from the date of Solution delivery	We will need entire data of the locations and spoc details to plan the logistics. 4 weeks will be difficult to achieve as it has many inter dependencies on SIDBI, Microsoft & Softline end	Time lines for Implementation, Data Migration and Training as mentioned at row no. 2 of the table at para 5.3, is changed to <b>06 weeks from the date of Solution Delivery.</b>
282	9.1	The bidder shall ensure an uptime of 99.9% and in case of failures, liquidated damages / charge back to be made available to the Bank.	SLA is given by Microsoft not by Softline	No change in RfP Clause



## Appendix

### A. Active Directory Infrastructure

#### 1. Overview:

- a. Currently, SIDBI is having Microsoft Windows Active Directory Services (ADS) with single domain name as **SIDBIFARM.COM**, configured in Windows 2008 Mixed Mode.
- b. 09 Domain Controller (DC) servers with Windows Server 2008 R2 Enterprise 64 / 32 bits.
- c. Auto replication between all the Domain Controllers.
- d. Office wise Organization Units (OUs) have been created to place the user Ids of a particular office under respective OU. The OUs have been created similar to Domino Notes OU structure. Group policies for respective offices have also been created. Referred OUs are created to group / sub group the domain user IDs of respective offices and are independent of the user IDs of applications.
- e. AD Schema has been extended to accommodate data storage of Biometric credentials (finger prints) of AD users as part of 3<sup>rd</sup> party Biometric Authentication System implemented in the Bank.
- f. AD Group policies have been implemented to implement SIDBI's IT Security Policy for password, desktop, access management.
- g. Batch files have been implemented to manage shared network drives on File Server at respective locations.

#### 2. Details of Domain Controllers:

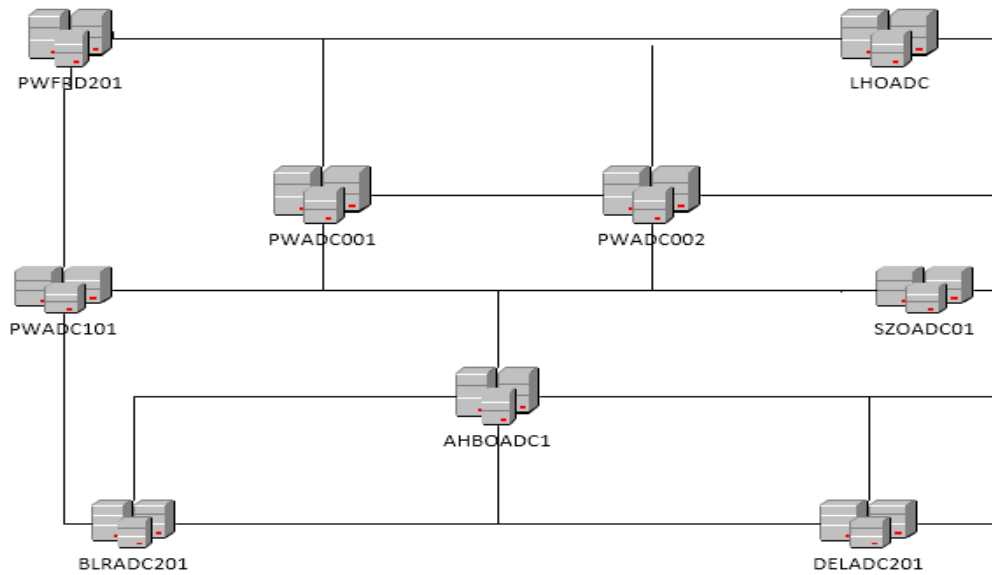
Host Name	Location	Server Type	Operating System
MHONT01	DC, Mumbai	Physical	Windows Server 2008 Enterprise
PWADC002	DC, Mumbai	Physical	Windows Server 2008 R2 Enterprise
PWADC101	DR, Chennai	Physical	Windows Server 2008 R2 Enterprise
SZOADC01	DR, Chennai	Physical	Windows Server 2008 Enterprise
AHBOADC1	RO – Ahmedabad	Physical	Windows Server 2008 Enterprise
BLRADC201	RO – Bangalore	Physical	Windows Server 2008 R2 Enterprise
DELADC201	RO – Delhi	Physical	Windows Server 2008 R2 Enterprise
PWFRD201	RO – Faridabad	Physical	Windows Server 2008 R2 Enterprise
LHOADC	RO – Lucknow	Physical	Windows Server 2008 Enterprise

**DC : Data Center, DR : Disaster Recovery, RO : Regional Office**

#### 3. Infrastructure for Active Directory 2008:

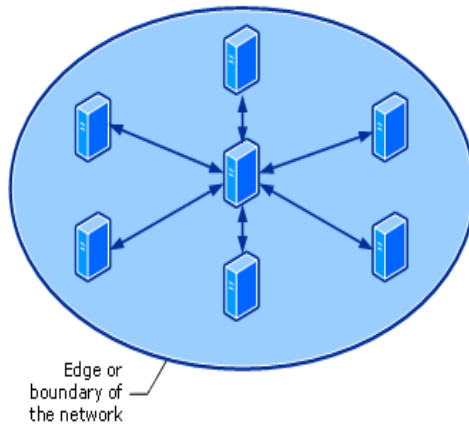
**Response to Pre-bid clarifications –**

RfP No. 400/2018/1276/BYO/ITV Dated October 18, 2017  
 Procurement of Microsoft (MS) Office 365 Cloud Service Subscription

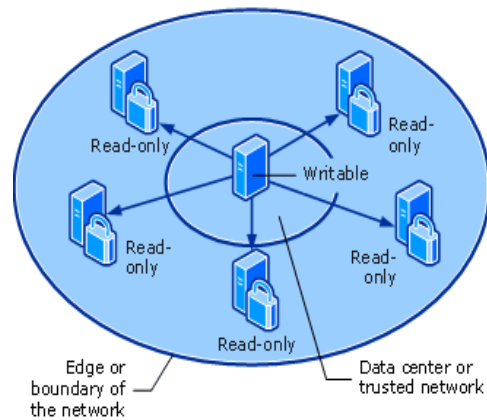


**4. Infrastructure for RODC (Read Only Domain Controller) 2008.**

**Today:** writable domain controllers everywhere



**Tomorrow:** read-only domain controllers deployed to tail sites



**PN.** All Domain controllers except which are hosted in DC / DR Site are considered as RODC

**5. Active Directory Dependencies**

**Users:**

- PC / Laptop AD based login
- Citrix / Application Login
- Share drive access on File server and other servers

**Application:**

- Login scripts / Policies (M: Drive Mapping)

**Response to Pre-bid clarifications –**

RfP No. 400/2018/1276/BYO/ITV Dated October 18, 2017  
Procurement of Microsoft (MS) Office 365 Cloud Service Subscription



- Lightweight Directory Access Protocol (LDAP) for web applications hosted on Intranet. Web based Intranet portals integrated with AD : HRMS, e-Learning, Legal-Lets learn.

**Network:**

- DNS resolution
- Internet login using Bluecoat Proxy Server.

**Biometric Authentication Solution (Omnipass)**

- The AD schema has been extended to store Biometric / SIDBI Applications credentials of users using the Biometric Authentication Solution named as Softex Omnipass.

**File Server:**

- Network login
- Share drive Access

**WSUS**

- Windows Server Patching different VLAN servers.

**Antivirus Update**

- Symantec Client Server antivirus update.
- All end user devices (PCs/ Laptop etc.) Symantec Client antivirus update.



## B. Mail Messaging Architecture Diagram

