

Response to Pre-Bid Queries for RFP

RFP Ref. No. CPCM-001/2024-25 Date: 26-Nov-2024 GEM Bid No. GEM/2024/B/5651517						
RFP Name Request for Proposal (RFP) for Renewal of Microsoft Software Licenses with Software Assurance (SA) under Microsoft Enterprise Agreement (EA)						
Sr. No.	Page no	RFP Clause	Clause no	Clause Description	Query	StockHolding Remarks
1	9	Scope of Work	1	Bidder Team will be responsible to provide 24x7 support to the Incident/Problem/Service/Change request on Windows Server, SQL, AD and SCCM etc., deployed at StockHolding. For more Details, please refer the complete BOM	OEM shall not be responsible for any Change Request pertaining to the customer's IT environment	Change Request implementation is not the Responsibility of OEM/Bidder. However, advisory calls will be logged by Stockholding to discuss the required Plan of Action for Executing a Change Request
2	9	Scope of Work	7	StockHolding requires Remote support for Incident/Problem/Service Requests/Change. However, in exceptional/emergency cases Bidder should be able to send Resident Engineer at the StockHolding premise	OEM can provide onsite support only for Proactive services as an exception if needed. OEM support for Incident/Problem/Service is remote only.	Noted and Ok with this point mentioned in Column 'F'
3	9	Scope of Work	10	The OEM/Bidder should annually provide Active Directory Security Assessment (RAP-Risk Assessment Program) for our Active Directory Domain controllers (2DC+1DR). We may also need annual assessment for all other Microsoft products listed in the BOM	Subject to availability of Proactive Credits under Proactive Add-on package. Customer can purchase additional Proactive Credits if more assessments are required and available Proactive credits in the Unified Support Contract gets consumed.	As mentioned in Column 'E', this is Stockholding's requirement hence please consider the same accordingly.
4	11	Contract Duration	NA	Valid after acceptance of Purchase Order till 30th June, 2027.	Unified Support will be valid for 03 years from the date of signing the contract	No change. Microsoft Software Licenses with Software Assuranc (SA) and Unified Support to be co-terminated by 30th June, 2027
5	11	Contract Duration	NA	Separate Purchase Order (PO) will be issued for Stock Holding Corporation of India Limited (StockHolding) and its Subsidiaries i.e. StockHolding Services Limited (SSL) to the successful bidder.	For Unified Support, one single PO for SHCIL & its subsidiary SISL must be released. It will be single invoice against this RFP from MS.	Yes for Unified Support.
6	18	Commercial Price Bid Format	Annexure 3	For Microsoft Unified Enterprise Support Package	<p>We would like to highlight key points wrt Unified Enterprise Support Pricing Structure again for your kind information.</p> <ul style="list-style-type: none"> •A rate is applied to the customer's historical annual IT spend by product class, called Product Spend (P). •This is comprised of: Previous 12-months of cloud services, license-only and Software assurance purchases. •~8-10% of P-Spend becomes Unified Support base package cost. •The minimum annual contract price is \$50,000 if previous 12 months purchase is < \$500k. <p>Further, we would like to kindly remind you that the budgetary quote for Unified Support for 03 years was discussed considering Flat P-spend. Prior to each Year, Customer's "P" will be re-calculated. If Customer's "P" increases by more than 5% percent (5%) above the respective "P" for each year ,Microsoft will recalculate the Unified Support Enterprise Services fees.</p>	Noted
8	19	Submission of Proposal	NA	The Offer should remain valid for period of at least 90 days from the date of submission.	OEM has to take call on Offer Validity.	No change
9	9	Scope of Work	NA	Bidder Team will be responsible to provide 24x7 support to the Incident/Problem/Service/Change request on Windows Server, SQL, AD and SCCM etc., deployed at StockHolding. For more Details, please refer the complete BOM	Need more clarity on this.	<p>1. In BOM we have listed Windows Server, SQL, AD and SCCM etc., we request the OEM/Bidder to provide 24*7 support for the listed products.</p> <p>2. In case the OEM fails to respond timely the bidder shall assist Stockholding to expedite/escalate the cases/tickets with OEM Team for quick response and Resolution</p>

10	27	Bidders Responsibility	Annexure 27	24x7 support to the Incident/Problem/Service/Change request on Windows Server, SQL, AD and SCCM etc	Need more clarity on this.	<ol style="list-style-type: none">1. In BOM we have listed Windows Server, SQL, AD and SCCM etc., we request the OEM/Bidder to provide 24*7 support for the listed products.2. In case the OEM fails to respond timely the bidder shall assist Stockholding to expedite/escalate the cases/tickets with OEM Team for quick response and Resolution
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