

SI	Section and RFP Point	Query	OPTCL - Response
1	Page 18 Techno-commercial Evaluation: POC of a) Migrating 5 Mail Boxes from Legacy to Microsoft Office 365	Who will provide the Office 365 Trial Licenses? Will the 5 Mailboxes are in production or test account?	O365 Trial Licenses will be Taken By Bidder. 5 Mail Boxes are in Production Account.
2	Page 21 Supply of Microsoft Office 365 Cloud a. Microsoft Exchange Online Archiving may be used by the IA for Litigation Hold of OPTCL Users Achieved Mail and retrieval of the same by Query.	Office 365 E3 & E5 Licenses includes Archiving feature, whereas Office 365 F3 has no Archiving feature available. Microsoft Exchange Online Archiving for Exchange Online SKU is not mentioned in BOQ, please include the same.	Tender Clause stands Please refer Price Bid Sheet / SOW
3	Page 21 Supply of Microsoft Office 365 Cloud c. Office 365 F3 users should have shared desktops/tablets/mobile	Please note that Microsoft 365 and Office 365 Frontline Worker licenses may only be assigned to users who use a primary device with a single screen smaller than 10.1”	The clause in the eTender covers the MS Specification
4	Page 22 8. MIS Report Generation Requirements: a. Solution should have MIS capabilities with customisable reports, monitoring tool/ dashboard. b. The services should provide standard MIS and customised reports for Administrators to monitor and manage the services and real-time view of the status of users, tickets, service health, utilisation and usage.	Report Customisation is not supported. Standard reporting is available only. Please remove the clause.	a. Solution should have MIS capabilities with standard reports/ monitoring tool/ dashboard. b. The services should provide standard MIS and standard reports for Administrators to monitor and manage the services and real-time view of the status of users, tickets, service health, utilisation and usage.
5	Page 22 9. Audit Trail & Logging Requirement: a. The service should maintain and manage the logs for all the SAS services used by the OPTCL. b. Audit logs reporting & Analysis tool: Log monitoring capabilities to be provided to the OPTCL and in case of incidents, security breaches, OPTCL has to be notified in real time.	Standard Log is available for a specific period only. Monitoring process will be manual only. Please modify/remove the clause.	Tender Clause stands
6	Page 22 9. Audit Trail & Logging Requirement: f. Tracking of Resolution of issues: There should be feature to track and monitor the resolutions of the issues raised by OPTCL.	Requirement not clear, please clarify	Tracking of MS Support Requests and resolutions

7	<p>Page 22 B. Document Deliverable 2. Project Document: Microsoft Compliance Certifications: Obtain Microsoft compliance certifications that ensure compliance with national, regional, and industry-specific requirements governing the collection and use of data.</p>	Requirement not clear, please clarify	<p>Microsoft documentation and resources that specify compliance for OPTCL.</p> <p>Microsoft Compliance Certifications: Obtain Microsoft compliance Page 23 of 63 certifications that ensure compliance with national, regional, and industry-specific requirements governing the collection and use of data.</p>
8	<p>Page 23 C. Solution Implementation: Creation/Migration of Microsoft Office 365 User Accounts and Archiving: At present, Round cube mail box has around 4000 users, consisting of active mail boxes and inactive mail boxes. Earmarked Mail Accounts will be migrated into the licensed Microsoft Office 365 Cloud Services.</p>	<p>1. What is the Present Email System?</p> <p>2. Is it Cloud hosted or on-premises ?</p> <p>3. Operating System of Present Email System ?</p> <p>4. E-mail Domain registered ?</p> <p>5. Present Email System allows IMAP ?</p> <p>6. Present Email System allows TLS 1.2 ?</p> <p>8. How Users Access Emails, Webmail or Email Client ?</p> <p>9. What Email Client you Use (MS Outlook / Other)?</p> <p>10. What is the Email Archiving method in use ?</p> <p>11. Do you have appliances and Applications that use email (e.g. Multi-function Printer, ERP,CRM, etc.)(Yes/No)</p> <p>12. Whether the Appliances and Applications are TLS 1.2 Enabled?</p> <p>13. Do you have any SMTP Relay Server in place?</p> <p>14. What versions of Microsoft Office are you currently running?</p>	<p>Roundcube with PostFix</p> <p>On-Premise</p> <p>RedHat 7</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Presently wmail only in URL access</p> <p>web based no email client</p> <p>on-Premise Local Backup</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>2013</p>
9	<p>Page 23 C. Solution Implementation: Creation/Migration of Microsoft Office 365 User Accounts and Archiving: At present, Round cube mail box has around 4000 users, consisting of active mail boxes and inactive mail boxes. Earmarked Mail Accounts will be migrated into the licensed Microsoft Office 365 Cloud Services.</p>	<p>How many Active Users are there ?</p> <p>How Many Inactive Users are there ?</p>	<p>4000</p> <p>aprox 1200</p>
	<p>Page 23 C. Solution Implementation:</p>	What Archiving Solution is in use ?	not used, but backup is taken regularly

10	3. A mechanism to extract all archived emails from the existing on-premise setup to new Archiving Services should be designed and put in place for use in future.	What is the total Archived data size ?	12 Tb
11	Page 23 C. Solution Implementation: 8. Add/ update DNS name, MX Pointer, CNAME, Auto discover, SIP, SPF records to verify and activate Office 365 Cloud organization. 9. All standard email security protocols and methods like DMARC, DKIM, ATP, SPF etc. should be configured in Exchange Online.	Do you have access to your external DNS Control Panel to modify DNS records (e.g. TXT, CNAME, MX, etc.)?	Yes
12	Page24 C. Solution Implementation: 11 - a. Duplicate mail id of Users to be identified	Do you suspect that duplicate Email ID is present in your system ?	yes
13	Page24 C. Solution Implementation: 12. AD when provided by OPTCL should be configured for Authentication with no additional cost.	1. Do you have Active Directory in Place ?	No
		2. If yes, Active Directory Domain Name?	no
		3. Active Directory Operating System Platform?	no
		4. Active Directory FFL & DFL ?	no
		5. Does your Active Directory Domain name match your primary SMTPdomain name?	no
		6. Whether your present Email System is integrated with Active Directory? (Yes/No)	no
14	Page24 C. Solution Implementation: 16. Deployment and configuration of PowerApps Service best practices.	Please elaborate on what deployment to be done in PoweApps?	PowerApps Deployment Requirement is for Sharepoint Online , Project Online , Azure Active Directory for User Profile, Device / Session Used. Best Practices for this will be used by IA
15	Page24 C. Solution Implementation: 16. Deployment and configuration of PowerApps Service best practices.	Are there any pre existing Powerapps services that needs to be migrated?	No
16	Page24 16. Deployment and configuration of PowerApps Service best practices.	What will be number of Powerapps services?	Number of PA services is confined to the Basic Requirements or Connections as mentioned in SI 24 C. 16
17	Page24 C. Solution Implementation: 16. Deployment and configuration of PowerApps Service best practices.	What will be the target datasource to store data for Powerapps?	Data Verse Or Sharepoint Or Project Online
18	Page24 16. Deployment and configuration of PowerApps Service best practices.	What will be amount of data involved in deployment?	Non-Voluminous Data of Communication / Collaboration nature is planned at present
19	Page24 C. Solution Implementation: 16. Deployment and configuration of PowerApps Service best practices.	Will there be any external datsources involved?(If yes please mention the names)	No

20	<p>Page24 D. Data Migration: Referring to the Solution Implementation 2. All Active email boxes with the complete data available within the mailboxes must be migrated into the Exchange Online Archive. Currently, the size of each active mailbox is around 20 GB.</p>	<p>You have opted for Office 365 F3 which comes with 2GB mailbox only with no archival, whereas your present mailbox size is around 20GB.</p> <p>Please note that Migration supports mailbox content up to 80% of the user mailbox storage limit as defined in the Office 365 service descriptions (for example, if mailbox storage limit is 50 GB, Microsoft migrates up to 80% of the 50 GB storage limit).After Migration, the data will get increased by 2-3 times.</p> <p>Please review your BOQ and opt for a suitable Office 365 Plan.</p>	Refer to the Response of OPTCL to Microsoft Query at Point no 10
21	<p>Page24 D. Data Migration: Referring to the Solution Implementation 3. SLDC/OPTCL/GRIDCO mail boxes hosted on OPTCL PDC mail server shall be migrated. Migration of mail boxes shall be done all the active mails, archived mails, folders, subfolders contained within a mail box. This contains both online & offline archival data for Round cube MAIL box.</p>	<p>Please note that IMAP Migration process to be adopted for migrating from Round-Cube mail. IMAP migration supports migration of Emails and folders only and supports migration of maximum 500000 items only (newest to oldest), subject to the maximum limit allowed by the source email service. The mails which are already downloaded to End-user devices will not get migrated.</p>	Tender Clause stands
		<p><u>IMAP Migration - Supported Items</u> IMAP Migration supports migration of Emails and Folders only. IMAP migration allows migration of 500000 items only (newest to oldest).</p> <p><u>IMAP Migration - Unsupported Items</u> Calendar, Calendar Permissions, Contacts, Global Address Books, Personal Address Books, Rules, Delegates, Signature, Tasks Any email that exceeds the message size limit, Rights managed or encrypted emails, Corrupted items, File Storage Data, Archived data, Any other Data from existing platform, Resource mailboxes, Distribution Lists, Groups</p>	Tender Clause stands
		<p>Please note that before migrating, Inactive Users need to be made active and License at the Office 365 platform to be assigned for migration.</p>	Tender Clause stands

22	<p>Page25</p> <p>F. Explored Option of Archive / Back up, Restore Tool and Service</p> <p>Archive / Backup and Restore On-Premise or Cloud is Needed for Both Existing mail box and Mail Box Going Forward after Using O365 .</p>	<p>Are you referring Archive or Backup ?</p> <p>Please note that Email Archive and Email Backup are two different process/technologies.</p>	<p>Archieve and Backup</p>
23	<p>Page25</p> <p>F. Explored Option of Archive / Back up, Restore Tool and Service</p> <p>The IA will be required to perform the following activities related to back up and restore on Premise if decided</p>	<p>What backup solution is in place at present ?</p> <p>Is the present Backup Solution is compatible with Office 365 ?</p>	<p>Local Backup, IA need to explore</p>
24	<p>Page25</p> <p>Install and configure Backup Software required.</p>	<p>1. What backup solution is referred here ?</p> <p>2. Whether you have the Backup Software available with you or we have to consider providing the same ?</p> <p>3. If you are referring for a new backup solution, considering Office 365 is a Cloud solution, additional commercial Third-party Cloud-based Office 365 Backup Solution may be considered. Please share your views and include the same in RFP accordingly.</p>	<p>Tender Clause Stands</p>
25	<p>Page26</p> <p>H. OTMA Support</p> <p>a) Server Side Support for Migration, Set up, Configuration, Maintenance of Mail Server</p>	<p>Office 365 being a Cloud-based SaaS solution, no Server access is available, hence any Server Side activity cannot be performed. Please remove the clause.</p>	<p>OTMA Support includes support required from IA in Providing Support to OPTCL in Configurations, Setup at MS Server Side</p>
26	<p>Page26</p> <p>H. OTMA Support</p> <p>d) IA will deploy on-site technically qualified and experienced resources for fulfilment of SLA on this Scope of Work</p>	<p>Please share details of the location where you require on-site resource, also mention how many resources you expect to be stationed and for what duration ?</p>	<p>Bhubaneswar 1 resource</p>
27	<p>Page26</p> <p>K. Solution Delivery and Implementation Schedule: 60% of Annual License Cost (A+B)</p>	<p>Subscription Cost: We request you to make Payment Term against License Delivery as 100% and You may make Payment of Migration and Implementation Cost Post migration and Implementation</p>	<p>Tender Clause Stands</p>

27	Page27 K. Solution Delivery and Implementation Schedule: License Subscription Cost: Quarterly post payment (A+B)	In MicroSoft , there is no Quarterly payment Term , We pay the 100% Cost to microsoft then only License Period is Updated for Clent Organisation. So , please make License Subscription Cost 100% in Advance , which should be calculated as Annual Cost Per Annum Basis , as per Enterprise Agreement with Microsoft	Tender Clause Stands
28		Apart from primary and archive mailboxes, do we need to consider migrating calendars and contacts for migration?	No Calendar but Address Book need to be migrated
29		Are we going to use a trial tenant for performing POC for 5 users' mailboxes? If yes, request you to explain why there is a requirement mentioned to migrate data from trial tenant to new office 365 tenant.	From POC point of view Only. No migration of Trial Tenant to Subcribed Tenant needed
30		Do even users categorized under F3 have a 20 GB Mailbox	20 Gb MailBox to be Archieved Primary Mail Box is only 2Gb
31		Please explain the requirement for PowerApps deployment	PowerApps Deployment Requirement is for Sharepoint Online , Azure Active Directory for User Profile, Device / Session Used. Best Practices for this will be used by IA
32		Actual Microsoft Office 365 SLA for Uptime of 99.9% but you have requested for 99.95% uptime. Can we consider this as a 99.9% Uptime requirement from Office 36 services?	99.9% Uptime requirement from Office 36 services
33		Do we need to consider archiving as a requirement for even F3 users?	Yes. It is a Price Discovery Item, Quotations to be mentioned in Price Bid
34		Our understanding from the tender document is that your requirement is either Archiving or Backup and Restore. Is our understanding correct? If not, please provide additional details on this requirement	Both. i.e Archiving for Inactive & Active Mail boxes (If Cloud Approach is Procured) is for Litigation Compliance. Therefore Envelope journaling, advanced search, legal hold, eDiscovery is needed. Retention periods will be intimated as per OPTCL's Archiving Policy.

35		Can a Microsoft CSP partner participate in this tender? If yes, are there any conditions for the same.	Yes. Please refer Corrigendum
36	21 A.c.2. b) A provision to delete excess number of subscription licenses that may arise owing to retirements, resignation, etc., and accordingly the licenses cost should be revised on yearly basis.	As a part of Enterprise Agreement, we can discuss the value of licenses whereas the features to retain the data even after the employees have left the organization are subject to the correct configuration and subscription. This feature (Legal Hold) is not available in F3, to accommodate OPTCL should look in following options – Option 1 – Office 365 F3 + Exchange Online Plan2 – Preferred option Option 2 – Office 365 E3 – second preferred option Option 3 – Office 365 F3 + Exchange online archival Currently OPTCL is using 20 GB mailbox , here need to confirm if they have agreed on using a 2 GB as a primary mailbox	Quotations are Invited for Archiving Work in the price bid sheet. F3 Users will have Primary MailBox Size as allowed by MS F3 Plan. At present it is found to be 2GB
37	21 A.c.2. c) Provision to upgrade the subscription licenses to higher plans anytime during the contractual period should be available within the service	Higher licenses once been secured in procurement can be increased with same price benefit. If not, they might have to check the internal process of adding higher licenses in a separate contract (usually it is a separate RFP)	The IA will provide User Setup if OPTCL Procures(adds) higher Licenses
38	21 A.c.4 OPTCL should have the flexibility to add any number of O365 users as per the contract within the contract period.	Reservation of licenses can be done any number of times in a year, and true down is allowed only on anniversary time.	Agreed
39	21 A.c.6 No Additional cost should be charged or quoted separately for Power Apps Users and should be offered bundled with other O365 components	Power Apps is a part of Office 365 E3 and E5 and is not included in F3. Power apps is an individual product that comes with Office 365 E3 and E5 to work on Microsoft 365 internal eco system only. For external communication / workflow different licenses are required.	Agreed
40	22 A.c.8.a Solution should have MIS capabilities with customizable reports, monitoring tool/ dashboard	MIS capabilities and reports are available but for monitoring, OPTCL team should leverage their internal SIEM solution.	MIS reports or Logs on Usage of SAAS needed

41	22 A.c.9.a The service should maintain and manage the logs for all the SAAS services used by the OPTCL	Microsoft default logs retention is for 90 days, here OPTCL team can work on a solution to download the logs before 90 days and upload to a safer location with restricted permissions like SharePoint site.	IA will take downloads
42	22 B.1.a) A detailed technical document and solution plan, which will provide a thorough and clearly defined plan for a seamless migration to Office 365 including a significant focus on the communication and training requirements along with the Internet Bandwidth assessment.	Microsoft FastTrack and partner team will be involved in this activity from the day procurement is done by OPTCL Team	The IA will provide setup soln.
43	22 B.3.e)Defined migration approach for moving all user data from the trial tenant to the licensed tenant seamlessly	Not sure about the data in trial tenant. Please elaborate on data that you have and your expectation of data collection on new tenant. Here OPTCL Team need to consider using a 3rd party tool to migrate data.	Rectified - Defined migration approach for moving users data.
44	23 B.3.f)Defined migration approach with stages along with application integration	Please elaborate your expectation on application integration.	Application Integration Pertains to User account Setup to MS Applications available in MS O365 Subscribed Plan, the IA will facilitate as and when needed
45	23 C.1. Creation/Migration of Microsoft Office 365 User Accounts and Archiving: At present, round cube mailbox has around 4000 users, consisting of active mailboxes and inactive mailboxes. Earmarked Mail Accounts will be migrated into the licensed Microsoft Office 365 Cloud Services. The rest of the Users mail will be archived For Litigation Hold and will be retrieved by query in need	Here OPTCL team need to evaluate all the options of migration – Option 1 – Use a 3rd party tool for seamless migration - Most preferred option. Option 2 – Use IMAP migration – there are a few limitations of this method https://docs.microsoft.com/en-us/exchange/mailbox-migration/migrating-imap-mailboxes/migrating-imap-mailboxes Option 3 – All source mailboxes should be configured on Outlook -> extract them to PST -> use network upload method to import data in users archive storage. Here with the current BOQ of OPTCL team there is no archive storage for F3 users, and also these users cannot be configured on Outlook app.	The IA will devise appropriate Soln

46	23 C.3.A mechanism to extract all archived emails from the existing on-premises setup to new Archiving Services should be designed and put in place for use in future.	This will not work for F3 users. None of the archival solutions are subscribed for F3 users, here you should refer to first point in this document.	Refer to the response to the SI 36 above
47	23 C.9.All standard email security protocols and methods like DMARC, DKIM, ATP, SPF etc. should be configured in Exchange Online.	ATP is not added in your BOQ. It comes as a separate line item. Although it is included in E5 license, here only 10 licenses are being added on the BOQ which might not get approved from MS licensing team. Pls confirm why you are looking for only 10 licenses.	Rectified - All standard email security protocols and methods like DMARC, DKIM, SPF etc. should be configured or available in Exchange Online.
48	24 C.12.AD when provided by OPTCL should be configured for Authentication with no additional cost	OPTCL team need to make sure the pre-requisites are met before setting up AAD Connect - https://docs.microsoft.com/en-us/azure/active-directory/hybrid/how-to-connect-install-prerequisites#installation-prerequisites	The IA will provide necessary support
49	24 D.2.All Active email boxes with the complete data available within the mailboxes must be migrated into the Exchange Online Archive. Currently, the size of each active mailbox is around 20 GB.	Additional storage is required for F3 licenses, here I don't see any storage line item for archive storage. Currently OPTCL is using 20 GB mailbox , here need to confirm if they have agreed on using a 2 GB as a primary mailbox	Please refer at SI No. 36 above
50	24 D.6.Any additional software tool required for the migration of mailboxes shall be borne by the IA and the purchaser will not make any additional payments towards the same.	This must be negotiated with a deployment partner, as Microsoft will not be involved in this process.	IA will provide necessary support
51	25 F.a,b,c Co-ordinate with existing DC SI Agency. Incremental back up (only the delta Changes) shall be taken at SAN as well as into tape every day. Monthly cold back up shall be taken into tape.	Microsoft gives end customers to manage configuration to retain data. Here the backup on tapes is not required for SAAS services.	Tender Clause Stands
52	25 F.g The IA will Plan and submit the Plan for utilizing existing DC Infrastructure for backup and restore. Install and configure Backup Software required Plan and submit the BOM for further requirement of Server / Storage for the above purpose.	Please elaborate the usage, as it is not relevant as per the BOQ of SAAS services	It is Price Discovery Item. In case On Premise backup is resorted, the BOM for Additional H/W, S/W is explored

53	CLAUSE 1.5 (PAGE NO-15)--The bidder must have successfully undertaken at least One project of similar nature (minimum 1,000 nos. subscription licenses, involving migration from Lotus Notes Mail/ G-suite/ Netcore/ Zimbra /Round Cube or a similar email and/or collaboration setup of MS Office 365 services) not less than the amount Rs. 2.5 Cr ----	Change request—We request you to kindly change the license subscription as 300 nos instead of 1000nos for Three projects regarding supply of Microsoft office software without assigning the order value for the same. We have executed similar work but unfortunately in our purchase order migration work is not mentioned but we have experienced engineer to carry out the migration work smoothly for Microsoft office software.	As per the e-Tender
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