

| Pre-bid Queries in response to Tender for Migration of Microsoft (MS) Exchange Email System to MS Cloud O365 and website (icsi.edu) deployment on cloud. Tender Ref NoTender No.: PC/IT/(ES&WD-Cloud)/2019-20 4th May, 2019. | | | | |
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| Sl.No | SEC. NO. | Page NO | BIDDER'S QUERY | ICSI Response |
| 1 | 17. Bidder should have at least Five (5) years of experience in similar kind of projects. Submit the documents as proof. 18. Bidder should have experience. | 7 | We are 32 year old company & are in the sapce of cloud soluton provider from couple of the years..It is requested if the 5 year experience should be amend to 3 years or other IT projects can b considered for this to have more particpation from different bidders. | The projects are relevant to cloud hosting/migration/Managing of Application Servers /Data Base servers/Email servers. |
| 2 | Bidder should have experience of previous project of similar kind of projects at least 3 Purchase Orders has to be submitted as documentary proof. | 7 | We are Microsoft Authroized Partner & having sufficent orders on Cloud platforms implmented to different orgainization for other solutions but not specificaly for E-mail migrations.It is requested if the 5 projects experience can be open to up 3 projects on Microsoft Cloud based solutions. | The projects are relevant to cloud hosting/migration/Managing of Application Servers /Data Base servers/Email servers |
| 3 | Warranty Certificate from Principle Manufacture for O365 | 7 | As the Products offered is of Microsoft which committed standrad SLA publically.Hope SLA can be acceptable as Warranty.? | Microsoft should provdie some documentary proof of services and license usage. SLA contract is separate part which will be exicuted between vendor and ICSI for all services and support. |
| 4 | Tender Fee & EMD | 4 | We are NSIC-MSME registered orgainization,hope tender Fee & EMD are exempted for us. | EMD is exempted but NSIC/MSME issued valid cert. has to be provided. Tender fee has to be submitted. |

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| 5 | Migration and Cutover | 14 | what will be the maximum down time acceptable for cut over migration | Depending on the user email box size and after migration testing will be done based on below point: 5. The terms “acceptance test” imply Working of email system for 12 hours daily for seven days at different locations including 72 hours continuous working of system. If the Email system on cloud fails in acceptance test, the same shall be liable to be rejected. During the acceptance test, additional software’s/hardware’s with additional cost shall not be permitted. |
| 6 | Key Features | 16 | Office apps on up to 5 tablets and 5 phones per user (An users can install office apps on his own five devices). | A user possessing a license should be able to install and access the same in 5 different tablets and 5 different phones. |
| 7 | Key Features | 16 | Enterprise video service for creating, managing, and sharing videos securely across an organization | This can be uploaded and shared with the internal team members. |
| 8 | Key Features | 16 | Workflow automation across apps and services to automate business processes without writing code. | Work follow automation can be done in SharePoint and Power BI. |
| 9 | Key Features | 16 | Clarify - Host meetings for up to 10,000 people with Skype Meeting Broadcast. (Skype Online has a limit in number of connections).: | This is enabled/provisioned as Teams meeting provided by Microsoft. |
| 10 | Key Features | 16 | Create meetings with a dial-in number that attendees can join by telephone with Audio Conferencing. (Share inputs if has to be integrated with existing conferencing setup). | The Dial-in number to join telephone audio conferencing feature is not available in India as per Microsoft. |

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| 11 | | | Need details about current domain controller. | Windows 2008 R2 64bit (icsi.edu) with 7 no's ADC servers at 7 locations of ICSI through MPLS connectivity. |
| 12 | | | Current forest and domain functional Level | Windows server 2003 |