

**DIRECTORATE GENERAL OF HYDROCARBONS**

(Ministry of Petroleum & Natural Gas)

OIDB Bhawan, Plot No. 2, Sector-73, Noida-201301, India

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CORRIGENDUM NO. 1

In respect of Open E-Tender No. MM-11011(11)/1/2020-DGH/c-5266/ENQ-183 for Supply of 200 nos. of Microsoft Office M365 Business Standard edition with one-year subscription, clarification to queries raised by bidder is enclosed herewith. Further, e-bid closing date is hereby extended from 10th July 2020 to 15th July 2020. The revised e-bid closing/opening time & date for the above tender is as under:

E-Bid Closing Date & Time : 15th July 2020 at 1400 Hrs (IST)

E-Bid Opening Date & Time : 16th July 2020 at 1500 Hrs (IST)

Addendum/ Corrigendum / Bid Due Date Extensions, if any, to the Bid Document shall be uploaded only on DGH's website www.dghindia.gov.in and Government of India's Public Procurement Portal <http://eprocure.gov.in/cppp/>. Hence, bidders are requested to visit the said websites regularly.

HOD (MM)

For Directorate General of Hydrocarbons

Tender : MM-11011(11)/1/2020-DGH/ c-5266/ENQ-183
[Supply of 200 nos. of Microsoft Office M365 Business
Standard edition with one year subscription]

Clarification to Query from Prospective Bidders

Proxinet Technologies Pvt Ltd			
Sno	Tender Ref	Query	DGH Comments
1	Annexure- IV :- D: Responsibilities of the vendor:	Point: To facilitate support to setup Federation Access. Concern: Federation access setup is use for single sign on and its required additional Hardware/Virtual machine (Server OS required) and also required lots of effort to deploy and as per efforts deploy charge are also need to be add on quote and who will responsible to provide hardware / VMs & OS.	<ul style="list-style-type: none"> ➤ The service provider is required to facilitate Federation Access. ➤ However , the Hardware/ VMs and OS required for the set up will be provided by DGH
2	-	Does it required to configure Microsoft Outlook email during the M365 installation?	Vendor will showcase and configure MS Outlook in few desktops / laptops identified by DGH during the first 2/3 days of M365 installation & share the SOP with DGH for subsequent configurations by DGH support team. However, any technical issues reported later in this regard will have to be supported by the vendor.
3		Which version of Microsoft Outlook is currently running ?	Predominantly MS Outlook 2016; Some are MS Outlook 2010 & 2007
4		Does it required to take the backup of email data prior to install Microsoft Outlook, if yes then who will be responsible to take backup and if not then who will take the guarantee to provide all emails to users.	Not required; Email data resides in Server.
5		Does it required to provide user level training of Microsoft Team after successful deployment	Help Doc & Links for relevant online training videos are to be provided to DGH
6		Which email server is currently running to cater the users workload	Email Server is hosted at NIC & managed by NIC's Mail Solution
7		Does current email server support M365 Outlook version ?	Currently, MS Outlook 2016, 2010, 2007 etc. are tested & supported
8		Which version of Operating system is installed on client machine?	Windows 10
9		Does Desktop operating system is fully updated with Microsoft Patches/Hotfix if not then who will be responsible to do this job	Yes, updated
10		Does it required to put desktop/laptop users data into Microsoft One Drive ?	1 TB of OneDrive cloud storage per user will be maintained by the users themselves
11		We assumed all desktop/laptop is placed in single site	Yes

12		During the deployment period all 200 desktop /Laptop will be available in single premises (Noida)	Yes
13		Assumed that Under the Covid-19 condition, all 200 desktop/laptop will be available at customer premises for installation. Vendor is not required to take the users laptop/desktop for M365 deployment.	Yes
14		Vendor will only update the hotfix/patches related to M365 business	Yes
15		Vendor will not address the any issue related to Email Spam because it is solely managed by Customer Email Administrator. M365 doesn't have any capability to protect the spam or virus	Agreed; However, if there is any issue regarding outgoing meeting invites through MS Teams/ M365 Outlook, vendor should resolve the same.
16		Vendor will only address the issue related to M365 , if any issue which is related to operating system, printer, scanner, network, internet, virus, email /data loss, email flow , adobe or hardware shall not entertain	Agreed
17		Vendor should be allow to address the maximum calls over the remote in view of Covid-19 condition. In case any visit is required to address the issue then will visit at customer place	Agreed