

Corrigendum-1 dated 14.10.2025

Proposal (RFP) for Selection of Agency for Upgradation
and Maintenance of Existing Microsoft Enterprise Email Messaging Solution for
GSDC, Government of Gujarat
at Gujarat State Data Centre (GeM Bid no:-GEM/2025/B/6610529 02.09.2025)
**Please find the pre-BID queries responses & Annexure-1 & Revised Price
Bid format**

For more details, visit www.gil.gujarat.gov.in
& www.gem.gov.in

Responses of Pre-Bid Queries for Request for Proposal (RFP) for Selection of Agency for Upgradation and Maintenance of Existing Microsoft Enterprise Email Messaging Solution for GSDC, Government of Gujarat at Gujarat State Data Centre(GeM Bid no:-GEM/2025/B/6610529 02.09.2025)

Sr No	Bidding Document Reference (Clause / page)	Content of RFP requiring clarification	Points of Clarification required	Final response
1	Page no 36, Section 4 (SOW)	SOW	Please confirm if project will be executed in Gujarat location or both Gandhinagar & Faridabad Also whether its remote or onsite	Page 36, Sr 3 - As per RFP, Locations are already defined. It should be on-site.
2	Page no 36, Section 4 (SOW)	SOW	Please share onprem exchange server details , 1. Capacity details , 2. Archival server , 3. Journaling server 4. How many exchange databases & what would be the size ofdatabases. 5. How many exchange databases available 6. Users individual mailbox size details 7.what is existing exchange version 8. Is it single domain single forest or other way please clarify 9. Existing AD forest version? 10. user quota structure?	1. 12 Mailbox, 2 Journaling Servers 2. Yes, Veritas(14 Servers) 3. As per point no.1 4. 91 mailbox database, 70 TB approx 5. as per point 1 and 4 6. Unlimited (No restriction on mailbox sizes) 7. Exchange server 2016 8. single domain - Single forest 9. Also, All required licenses should be provided as per solutions design including AD migration. 10. Unlimited

3	Page no 36, Section 4 (SOW)	SOW	Advanced Reporting - please elaborate more what reporting is required	Reports:(Not Limited to)Example: - Exchange Environment report(includes- Total Servers,Total Mailboxes,Exchange version,MBX on each Servers,DB Size,Whitespace,Last full backup,Mailboxes on each DB,etc..)
4	Page no 36, Section 4 (SOW)	SOW	SMS & Email OTP & TOTP for login and password reset - Please provide more details	As per RFP
5	Page no 36, Section 4 (SOW)	SOW	Archival for emails after defined period - please confirm after how much period mails should be archived	As per the current practice, email along with attachment is being archived in the Enterprise Vault. NOTE: The scope includes Active Directory migration, journaling migration, and archiving migration or implementation. Currently, the Veritas archiving solution license is valid upto March 2028. Hardware for the Active Directory, journaling, and archiving has reached end of support. Therefore, the bidder is responsible for providing the hardware, software and other required licensing related to Active Directory, journaling, and archiving beyond the license expiration and hardware end-of-support dates
6	Page no 37, Section 4 (SOW)	SOW - The solution should be scalable i.e. both Horizontally and Vertically. The Purchaser may request the bidder for additional user mailboxes during the contract period. The Bidder has to upgrade the solution	GSDC team should confirm on no of users who would be added along with how much duration .	The total number of mailboxes currently is : 26,600. 5% yearly. However, hardware/software sizing should be done as per RFP scope which includes 30,000 users now, and scalable to at least 50,000 users.

		(hardware, software, licenses and other components) as required to handle the additional load without effecting the performance. The upgradation should be performed with minimal downtime.		
7	Page no 37, Section 4 (SOW)	Applications of GoG are using the messaging solution for sending emails / alerts. The configuration / changes required in the Upgraded Exchange mail messaging solution for enabling these applications to use the mail messaging solution for sending emails / alerts shall be done by the bidder.	Please share application details	"No-Reply" will be used by Applications of GoG. There are more than 250 + applications which uses this "no-reply" email id for various notifications. See response for query no.11 for approximate counts.
8	Page no 37, Section 4 (SOW)	The government department users are primarily using MS Outlook, Thunderbird, etc., as	Please confirm whether mails are getting stored in thunderbird server	Multiple email clients must be supported. As per RFP.

		mail client. The offered Exchange Upgraded solution should be compatible and integrable with these clients. Also, standard solutions like MS Word, Excel, PPT should be preintegrated.		
9	Page no 38, Section 4 (SOW) pointing no 16	The Email Messaging Solution should consume licenses for active user only and the bidder has to deliver the same, deactivated user should not consume any email license.	GSDC team should give activated & deactivated user list details	Active Email Users are : 26600
10	4.1 SCOPE OF WORK	with a future Cloud ready SAAS option at no additional Licensing cost.	Requirement at this point is On-premise exchange upgrade but in future If cloud email solution is opted it should not incur any cost?	As per RFP
11	4.1 SCOPE OF WORK Point 10 page 37	Applications of GoG are using the messaging solution for sending emails / alerts. The configuration	what is current count per minute/hour/day? Is there any compliance requirement to	Currently 3 Lacs - 4 Lacs No-reply email communications are being served on daily basis, which may vary considering the alerts/notifications. However, there must not be any limit for sending No-reply emails. These No-reply emails must be

		on / changes required in the Upgraded Exchange mail messaging solution forenabling these applications to use the mail messaging solution for sending emails / alerts shall be done by the bidder.	send email by specific rate.	load balanced such that it must not blacklist the associated IP.
12	4.1 SCOPE OF WORK Point 11 page 37	The existing email domains shall run in parallel for at least 6 months after successful commissioning of complete solution. The bidder shall do all the necessary configuration required, if any, in the new solution for the parallel running of the current domains. However, existing domains will be managed by GSDC, if required during the parallel running period.	Exchange server 2016 cannot coexist with latest exchange version SE https://techcommunity.microsoft.com/blog/exchange/exchange-server-subscription-edition-se-is-now-available/4424924	No separate domain is asked. As per RFP , it is asked that existing email domain should run in parallel with new solutions for at least 6 months after successful commissioning of complete solution and data migration. Please refer RFP clause point 11, page 37.

13	4.1 SCOPE OF WORK Point 12 page 37	12. The government department users are primarily using MS Outlook, Thunderbird, etc., as mail client. The offered Exchange Upgraded solution should be compatible and integrable with these clients. Also, standard solutions like MS Word, Excel, PPT should be preintegrated.	what is office version users are using. Need to understand support matrix by latest exchange version	except EOL clients, all should be supported. Users are using various versions of office clients,from older to newer releases
14	4.1 SCOPE OF WORK Point 17 page 38	Any required Software / Hardware updates, patch management, connectivity, etc., will be the responsibility of the successful bidder for the entire contract period at no extra cost to GoG. The required updates / services packs / bug fixes for the entire stack have to be	Space in datacenter as well as connectivity devices will be provided by purchaser?	Only Space will be provided. All active and passive components are to be provied by bidder. GSDC may provide uplink port for network connectivity.

		implemented within 15 days of release / general availability. The proposed Exchange Upgrade Mail Messaging solution should not include any individual components running on beta version.		
15	4.1 SCOPE OF WORK Point 18 page 38	18. The successful bidder shall maintain logs of all mails (incoming, outgoing, internal) containing date, time, sender, recipients, subject, status of successful/failure send status etc. for entire contract period.	Does GSDC has any SIEM solution where logs can be stored for future use?	Yes SIEM solution is available. The logs needs to be maintained in infrastructure provided by the bidder. Storage in SIEM solution will not be allowed.
16	4.2 Technical Requirements	4. The Exchange Upgrade solution should support multi-tenant architecture i.e. hosting multiple domains as	multi domain is supported. Need clarification on multitenant requirement.	multi-tenant architecture is preferable

		per requirement.		
17	4.2 Technical Requirements	6. The solution should support integration with leading third-party storage subsystems (both SAN and NAS). The Storage drive space for email, backup and archival shall be provided by GSDC. The Bidder shall share required pre-requisite regarding drive space for Integration. The shall be responsible to integrate with the existing storage of GSDC.	will this storages suffice requirements of IOPS?	SAN- Hitachi NVMe VSP 5600 NAS-NetAPP FAS 8300. In future if department implements object storage then all the attachments should be migrated and new attachment must be stored in object storage
18	4.2 Technical Requirements	7. The Bidder shall also integrate the email messaging solution with existing Anti-Virus & Anti-Spam solution hosted at GSDC.	what is existing solition? There was requirement to setup new email gateways?	The existing Email Security solution at GSDC is Trend Micro IMSVA (InterScan Messaging Security Virtual Appliance) along with Trend Micro Anti-Virus

19	1. Eligibility Criteria – Point No. 11C21:C25F7 C21:C24C21:C27C21:C29C21:C31C21:C33F7C21:C24C21:C35C21:C34C21:C35C21:C34F7C21:C24+F7+C21:C24	Current RFP states: “No consortium will be allowed.”	Team view: Consortium should be allowed in case no changes or relaxations are provided by customer.	As per RFP
20	2. ISO 20000 Certification Requirement	RFP mandates ISO/IEC 20000-1:2018 from bidder.	Team view: This requirement should not be asked of bidder → relaxation to be requested from customer.	It may be preferable
21	3. CMMI Level 3 Requirement	RFP mandates CMMI Level 3 or higher (Services).	Team view: Relaxation to be sought from customer.	Require CMMI Level 3 or ISO/IEC 27001:2013 (Information Security Management System) or Both
22	4. BOM (Bill of Material) Discussion		need understanding as required servers ,storage will be provided ?	Check requirement with Minimum specification sheet of required hardware Components given in Annexure-1 with Corrigendum. Note :- Quantity should be decided by OEM as per solution design considering RFP scope and its requirements
23	6. Networking & Server Sizing	Discussion required on what components (Networking, Servers, etc.) to consider and how to size them in order to build a compliant solution.sizzin g discussion s to be done & upgradation		As per the Scope of Work, it will be the responsibility of the System Integrator (SI) to assess, identify, size, and set up the necessary infrastructure components required for successful implementation, upgradation, and operation of the proposed Exchange Email Messaging Solution

		discision need to be done with Aniket & team.		
24	7. MAF (Manufacturer Authorization Form)	RFP specifies Microsoft MAF as mandatory.	Clarification required if non-Microsoft MAF (for hardware/network components) will also be needed.	Please check Annexure-1 with corrigendum
25	emd -60 lacs	Re confirm on EMD relaxation as 60 lacs is EMD value.		EMD & Exemption as per GEM GTC.
26	What is the current CU (Cumulative Update) and patch level?	need clarity on the same.	need clarity on the same.	Exchange 2016 CU 23-15.1.2507
27	Are DAG (Database Availability Groups) in use? If yes, how many nodes?	need clarity on the same.	need clarity on the same.	Yes. 12
28	Any coexistence with earlier versions (2013/2010) still in place? NO but we can still ask	need clarity on the same.	need clarity on the same.	No
29	Integration with third-party applications (archiving, mail relays, ERP apps,	need clarity on the same.	need clarity on the same.	GSDC using archiving solution along with mail relay with applications

	CRM, fax, etc.).			
30	Dependency on on-prem mailboxes for applications or service accounts.	need clarity on the same.	need clarity on the same.	solutions should be deployed onprem for all mailboxes.
31	Hybrid setup: Is there an existing Exchange Online (O365) hybrid configuration ? No	need clarity on the same.	need clarity on the same.	No
32	Any preference for in-place migration vs. greenfield (fresh install + migration)? In place migration with zero downtime	need clarity on the same.	need clarity on the same.	There will be zero downtime and fresh new version SE to installed and parallelly migration to take place
33	Expected coexistence duration between old and new Exchange versions. 6 months as per RFP	need clarity on the same.	need clarity on the same.	Until the migration is 100% successfully completed
34	PST files in use – migration required?	need clarity on the same.	need clarity on the same.	Users are utilizing PST files ALSO, which are required to be accessible, attachable, and included in the migration to the new solution.

35	Public folders in use – need migration plan?	need clarity on the same.	need clarity on the same.	Public Folder / Shared Folders should cover in complete migration plan.
36	Current CPU, RAM, and storage utilization on existing Exchange servers.	need clarity on the same.	need clarity on the same.	Each virtual server: 12 Vcore, 108 GB Ram.Total storage approx 70 TB.
37	Average daily message volume (send/receive).	need clarity on the same.	need clarity on the same.	The actual message volume is uncertain, but estimate indicate between 9Lacs and 12Lacs transactions, with variability
38	IOPS per mailbox / per database.	need clarity on the same.	need clarity on the same.	1500 per LUN
39	Number of mailbox servers vs. CAS/Edge roles required.	need clarity on the same.	need clarity on the same.	All DAG Servers
40	Network bandwidth availability (intra-site & inter-site).	need clarity on the same.	need clarity on the same.	Current, Intra-site bandwidth: 20G and Inter-site 10G.
41	Any site-resilient DAG requirement – secondary datacenter available?	need clarity on the same.	need clarity on the same.	Site-resilient DAG - yes. Secondary DC Currently Available - Near DR and Far DR is available.

42	Removal of Near DR Requirement	As the migration will follow the existing single DR policy, we request the removal of the near DR point from the scope	As the migration will follow the existing single DR policy, we request the removal of the near DR point from the scope	Provision must be there
43	Geofencing Requirement	The geofencing control is generally applicable for cloud deployments. Considering this is an on-premise upgrade, we request its removal from the RFP requirements.		As per RFP. Third party integration is allowed.
44	Relaxation for ISO 20000 & CMMI Requirement	We request a relaxation or waiver of the ISO 20000 and CMMI compliance requirements	The Exchange upgrade project is primarily a platform migration and configuration exercise — it does not involve software development (which CMMI typically addresses) or IT Service Management framework certification (covered under ISO 20000). The project deliverables are aligned to Microsoft best practices, existing infrastructure	Require CMMI Level 3 or ISO/IEC 27001:2013 (Information Security Management System) or Both

			policies, and security standards, and do not rely on process maturity frameworks for delivery.	
45	Password Reset Process	1. We would like to confirm that the password reset process will remain consistent with the current approach, i.e., via Active Directory.		AD would be back-end. However, user should have facility to reset password using OTP,SMS,TOTP
46	Point # 4.1 ; Page 36	Scope Includes License delivery and Upgradation, Migration of the existing Robust on-premises Microsoft Exchange email messaging solution for 30,000 users now, and scalable to at least 50,000 users	Kindly confirm that the contract will be signed for immediate delivery and provisioning of 30,000 User Email licenses and there would be provision to extend the Email users to 50,000 in future.	Yes
47	Point # 4.3.20, Sr# 1,2,3, 4; Page 49	The Near DR site is hosted at Vadodara and Far DR site is hosted at Faridabad.	Request you to kindly keep single DR only for a simple architecture and cost effective solution for Email.	Already clarified above.Refer query 1 response.

48	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	Restrict users as per country allowed (Geo- Fencing), provision for Users to change/add/re move country policy	This feature is not available as a On- Premise solution of Exchange server and Hence request you to kindly remove this point.	As per resoponse given in query no 43
49	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	The proposed solution must have the ability to allow/block user logins and applicatuin usage based on attributes such a s user Identity, location and Device Secuirty Compliance status	This feature is not available as a On- Premise solution of Exchange server and Hence request you to kindly remove this point.	As per RFP
50	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	Provision to Manage Country policy	This feature is not available as a On- Premise solution of Exchange server and Hence request you to kindly remove this point.	As per resoponse given in query no 43
51	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	It should provide IP based block- and-allow list based on sender reputation. These lists should be automatically updated. It should also allow administrators	This feature is not available as a On- Premise solution of Exchange server and Hence request you to kindly remove this point.	As per RFP. Third party integration is allowed.

		to configure additional IP allow-or- deny lists as needed.		
52	Point # 4.3.6; Page 43/44	Admin Controls	Kindly omit the detailed admin controlled specification, since many of these features are available as a Clous SAAS solution only. Kindly refer the below official Microsoft document for the Admin control functions available with Exchange Server. Refer- https://learn.microsoft.com/en-us/exchange/exchange-admin-center	The bidder must provision all the Admin checks and control features available in the Exchange Admin Center of Exchange Server, as mentioned in Microsoft link- https://learn.microsoft.com/en-us/exchange/exchange-admin-center
53	Point # 4.3.6; Page 44	Audit Logging	Audit Logging is part of Exchange Server Admin Center Console and there are detailed activities possible for checking logs. Only remove the 'Online' word in Point 1.	Audit logs means all the logs required for cyber forensic including all transaction logs should be kept online as per RFP
54	Point # 4.3.15; Page 46, 47	Functionalities on Rich Client	Kindly note that the functionalities mentioned here are features of the Email Client, which is Outlook here. These are not features of Exchange Server.	This may be removed for outlook email client.

			The Users having outlook can here the features available. Hence pls change the Header as- 'Functionalities on Rich Client when user has latest Outlook version'.	
55	Section 4.1; Point # 11; Page 37	The existing email domains shall run in parallel for at least 6 months after successful commissioning of complete solution.	Kindly note that Exchange Server 2016 & 2019 are getting End of Life in October'25 and the latest version Exchange SE version (upcoming in Oct'25) will be upgraded. Hence request you to kindly omit the Parallel run clause as this will not be required.	As per query no 12.
56	Point # 4.3.15; Page 47 - Points 15, 16, 17	Point-15, 16, 17: Point #15. Allow users to design apps with a drag-and-drop interface....; Point # 16. Enable around 200 users to create apps that integrate seamlessly ; Point #17. Automate workflows and integrate data across Microsoft services....	Kindly remove all 3 clauses as these are Cloud functionalities only and not relevant to Email services.	Consider this point omitted.

57	Point # 4.3.16; Page 48; Point 1	The Messaging solution should come with management & monitoring tool to monitor and manage the Health and Performance of the Solution & Systems from a single Centralized Management Console.	Exchange Server Admin Center has basic Monitoring and Report capabilities. For advanced monitoring; Kindly modify the clause- The Messaging solution should integrate with the Existing Health monitoring EMS tool available at SDC to provide this feature.	As per RFP
58	Point # 4.3.16; Page 48; Point 2	Proactively detect the health issues and service degradation / interruptions (including the messaging application, underlying OS and the Directory) and should be able to create event / alerts to the relevant administrators through Email, SMS, etc.	This is functionality of EMS and monitoring tool; Kindly modify the clause as- The Messaging solution should integrate with the Existing Health monitoring EMS tool available at SDC to provide this feature.	As per RFP
59	3.23 Performance Guarantee, 26	The Successful bidder has to submit Performance Bank Guarantee @ 5% of total order value within 15 days from the receipt of	We request change the criteria as below: The Successful bidder has to submit Performance Bank Guarantee @ 3% of total order value within 15 days from the	As per RFP

		notification of award/Contract Signing for the duration of warranty of all Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat	receipt of notification of award/Contract Signing for the duration of warranty of all Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat	
60	5.1 Payment Milestone, 50	A1 Microsoft Exchange Enterprise Email Software Licenses for DC & DR: 80% on delivery of the Software Licenses for 1st year Subscription. 2nd Year onwards- 100% payment on Yearly value for the calculated/actual number of Licenses. 20% on Upgradation, migration	We request change the criteria as below: A1 Microsoft Exchange Enterprise Email Software Licenses for DC & DR: 90% on delivery of the Software Licenses for 1st year Subscription. 2nd Year onwards- 100% payment on Yearly value for the calculated/actual number of Licenses. 10% on Upgradation, migration configuration, testing,	Payment is made for yearly, but subscription should be provided for total 5 years from OEM and solution should be available for minimum next 5 years. Payment cycle will be considered after FAT.

		configuration, testing, Commissioning & License activation	Commissioning & License activation	
61	5.1 Payment Milestone, 50	Infrastructure Cost (Hardware, software and Network Components) required to host Email messaging solution at DC & DR: - 60% on delivery of all products & POST of Hardware and Inspection done by GIL/GSDC team. - 10% on Installation, testing and Commissioning - 10% on Go-live of Email-Solution - 20% after successful migration all existing users and Final acceptance test	We request change the criteria as below: Infrastructure Cost (Hardware, software and Network Components) required to host Email messaging solution at DC & DR: - 80% on delivery of all products & POST of Hardware and Inspection done by GIL/GSDC team. - 10% on Installation, testing and Commissioning - 5% on Go-live of Email-Solution - 5% after successful migration all existing users and Final acceptance test	No change As per RFP

62	RFP Page No: 12	The bidder should have executed project(s) for on-premises email messaging solution/ Active Directory/User Identity Management Solution in last 5 years in India in Central Govt/ State Government/ PSU's/ BFSI customers with below criteria as on bid date submission.1 Project with min 20,000 users or2 Projects, each with min 15,000 email users or3 Projects, each with min 10,000 email Users	The bidder/OEM should have executed project(s) for on-premises email messaging solution/ Active Directory/User Identity Management Solution in last 5 years in India in Central Govt/ State Government/ PSU's/ BFSI customers with below criteria as on bid date submission.1 Project with min 20,000 users or2 Projects, each with min 15,000 email users or3 Projects, each with min 10,000 email Users Or The bidder should have executed project(s) for 2000 User on on-premises email messaging solution/ Active Directory/User Identity Management Solution in last 5 years in India in Central Govt/ State Government/ PSU's/ BFSI customers as on bid date submission	No change As per RFP
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63	RFP Page No: 12	The bidder should have executed project(s) for on-premises email messaging solution/Microsoft Enterprise Product Solution in last 5 years in India in Central Govt/ State Government/ PSU's/ BFSI customers with below criteria as on bid date submission. 1 Project with min value of 15 Cr or 2 Projects, each with min value of 10 Cr 3 Projects, each with min value of 8 Cr	The bidder/OEM should have executed project(s) for on-premises email messaging solution/Microsoft Enterprise Product Solution in last 5 years in India in Central Govt/ State Government/ PSU's/ BFSI customers with below criteria as on bid date submission. 1 Project with min value of 15 Cr or 2 Projects, each with min value of 10 Cr 3 Projects, each with min value of 8 Cr	No change As per RFP
64	RFP Page No: 3	No Consortium is allowed in this bid	Consortium will be allowed (Maximum 2 Partner)	No change As per RFP
65	Point # 4.1 ; Page 36	Scope Includes License delivery and Upgradation, Migration of the existing Robust on-premises Microsoft Exchange	Kindly confirm that the contract will be signed for immediate delivery and provisioning of 30,000 User Email licenses and there would be provision to extend the Email	Yes As per RFP

		email messaging solution for 30,000 users now, and scalable to at least 50,000 users	users to 50,000 in future.	
66	Point # 4.3.20, Sr# 1,2,3, 4; Page 49	The Near DR site is hosted at Vadodara and Far DR site is hosted at Faridabad.	Request you to kindly keep single DR only for a simple architecture and cost effective solution for Email.	Already clarified above
67	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	Restrict users as per country allowed (Geo-Fencing), provision for Users to change/add/remove country policy	This feature is not available as a On-Premise solution of Exchange server and Hence request you to kindly remove this point.	As per response given in query no 43
68	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	The proposed solution must have the ability to allow/block user logins and applicatuin usage based on attributes such a s user Identity, location and Device Secuirty Compliance status	This feature is not available as a On-Premise solution of Exchange server and Hence request you to kindly remove this point.	As per response given in query no 49
69	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	Provision to Manage Country policy	This feature is not available as a On-Premise solution of Exchange server and Hence request you to kindly remove this point.	As per response given in query no 43

70	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	It should provide IP based block-and-allow list based on sender reputation. These lists should be automatically updated. It should also allow administrators to configure additional IP allow-or- deny lists as needed.	This feature is not available as a On-Premise solution of Exchange server and Hence request you to kindly remove this point.	As per response given in query no 49
71	Point # 4.3.6; Page 43/44	Admin Controls	Kindly omit the detailed admin controlled specification, since many of these features are available as a Cloud SAAS solution only. Kindly refer the below official Microsoft document for the Admin control functions available with Exchange Server. Refer- https://learn.microsoft.com/en-us/exchange/exchange-admin-center	The bidder must provision all the Admin checks and control features available in the Exchange Admin Center of Exchange Server, as mentioned in Microsoft link- https://learn.microsoft.com/en-us/exchange/exchange-admin-center
72	Point # 4.3.6; Page 44	Audit Logging	Audit Logging is part of Exchange Server Admin Center Console and there are detailed activities possible	See response for query no 53

			for checking logs. Only remove the 'Online' word in Point 1.	
73	Point # 4.3.15; Page 46, 47	Functionalities on Rich Client	Kindly note that the functionalities mentioned here are features of the Email Client, which is Outlook here. These are not features of Exchange Server. The Users having outlook can here the features available. Hence pls change the Header as- 'Functionalities on Rich Client when user has latest Outlook version'.	See response for query no 53
74	Section 4.1; Point # 11; Page 37	The existing email domains shall run in parallel for at least 6 months after successful commissioning of complete solution.	Kindly note that Exchange Server 2016 & 2019 are getting End of Life in October'25 and the latest version Exchange SE version (upcoming in Oct'25) will be upgraded. Hence request you to kindly omit the Parallel run clause as this will not be required.	As per response of query no 12.
75	Point # 4.3.15; Page 47 - Points 15, 16, 17	Point-15, 16, 17: Point #15. Allow users to design apps with a drag-and-drop interface....;	Kindly remove all 3 clauses as these are Cloud functionalities only and not relevant to Email services.	Consider this point omitted.

		Point # 16. Enable around 200 users to create apps that integrate seamlessly ; Point #17. Automate workflows and integrate data across Microsoft services....		
76	Point # 4.3.16; Page 48; Point 1	The Messaging solution should come with management & monitoring tool to monitor and manage the Health and Performance of the Solution & Systems from a single Centralized Management Console.	Exchange Server Admin Center has basic Monitoring and Report capabilities. For advanced monitoring; Kindly modify the clause- The Messaging solution should integrate with the Existing Health monitoring EMS tool available at SDC to provide this feature.	As per RFP.
77	Point # 4.3.16; Page 48; Point 2	Proactively detect the health issues and service degradation / interruptions (including the messaging application, underlying OS and the Directory) and should be able to create event / alerts to the relevant administrators	This is functionality of EMS and monitoring tool; Kindly modify the clause as- The Messaging solution should integrate with the Existing Health monitoring EMS tool available at SDC to provide this feature.	As per RFP.

		through Email, SMS, etc.		
78	Point 8.11; Form 11	Format for MAF on OEM's Letterhead	Kindly Allow Microsoft's Legal approved Government Standard MAF format to be submitted on Microsoft Letterhead, signed by Authorized signatory.	The MAF may be shared to tenderer for approval prior to bid submission.
79	Point # 4.1 ; Page 36	Scope Includes License delivery and Upgradation, Migration of the existing Robust on-premises Microsoft Exchange email messaging solution for 30,000 users now, and scalable to at least 50,000 users	Kindly confirm that the contract will be signed for immediate delivery and provisioning of 30,000 User Email licenses and there would be provision to extend the Email users to 50,000 in future.	Already clarified above
80	Point # 4.3.20, Sr# 1,2,3, 4; Page 49	The Near DR site is hosted at Vadodara and Far DR site is hosted at Faridabad.	Request you to kindly keep single DR only for a simple architecture and cost effective solution for Email.	See response for query no 1
81	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	Restrict users as per country allowed (Geo-Fencing), provision for Users to	This feature is not available as a On-Premise solution of Exchange server and Hence request	See response for query no 43

		change/add/remove country policy	you to kindly remove this point.	
82	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	The proposed solution must have the ability to allow/block user logins and applicatuin usage based on attributes such a s user Identity, location and Device Secuirty Compliance status	This feature is not available as a On-Premise solution of Exchange server and Hence request you to kindly remove this point.	As per response given in query no 49
83	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	Provision to Manage Country policy	This feature is not available as a On-Premise solution of Exchange server and Hence request you to kindly remove this point.	See response for query no 43
84	Point # 4.3.11; Sr# 1, 2, 3, 4; Page 45	It should provide IP based block-and-allow list based on sender reputation. These lists should be automatically updated. It should also allow administrators to configure additional IP allow-or- deny	This feature is not available as a On-Premise solution of Exchange server and Hence request you to kindly remove this point.	As per response given in query no 49

		lists as needed.		
85	Point # 4.3.6; Page 43/44	Admin Controls	Kindly omit the detailed admin controlled specification, since many of these features are available as a Cloud SAAS solution only. Kindly refer the below official Microsoft document for the Admin control functions available with Exchange Server. Refer- https://learn.microsoft.com/en-us/exchange/architecture/client-access/exchange-admin-center	Already clarified above
86	Point # 4.3.6; Page 44	Audit Logging	Audit Logging is part of Exchange Server Admin Center Console and there are detailed activities possible for checking logs. Only remove the 'Online' word in Point 1.	Already clarified above
87	Point # 4.3.15; Page 46, 47	Functionalities on Rich Client	Kindly note that the functionalities mentioned here are features of the Email Client, which is Outlook here. These are not features of Exchange Server.	Already clarified above. Refer response of query 54.

			The Users having outlook can here the features available. Hence pls change the Header as- 'Functionalities on Rich Client when user has latest Outlook version'.	
88	Section 4.1; Point # 11; Page 37	The existing email domains shall run in parallel for at least 6 months after successful commissioning of complete solution.	Kindly note that Exchange Server 2016 & 2019 are getting End of Life in October'25 and the latest version Exchange SE version (upcoming in Oct'25) will be upgraded. Hence request you to kindly omit the Parallel run clause as this will not be required.	Already clarified above
89	Point # 4.3.15; Page 47 - Points 15, 16, 17	Point-15, 16, 17: Point #15. Allow users to design apps with a drag-and-drop interface....; Point # 16. Enable around 200 users to create apps that integrate seamlessly ; Point #17. Automate workflows and integrate data across Microsoft services....	Kindly remove all 3 clauses as these are Cloud functionalities only and not relevant to Email services.	Already clarified above

90	Point # 4.3.16; Page 48; Point 1	The Messaging solution should come with management & monitoring tool to monitor and manage the Health and Performance of the Solution & Systems from a single Centralized Management Console.	Exchange Server Admin Center has basic Monitoring and Report. capabilities. For advanced monitoring; Kindly modify the clause- The Messaging solution should integrate with the Existing Health monitoring EMS tool available at SDC to provide this feature.	Already clarified above
91	Point # 4.3.16; Page 48; Point 2	Proactively detect the health issues and service degradation / interruptions (including the messaging application, underlying OS and the Directory) and should be able to create event / alerts to the relevant administrators through Email, SMS, etc.	This is functionality of EMS and monitoring tool; Kindly modify the clause as- The Messaging solution should integrate with the Existing Health monitoring EMS tool available at SDC to provide this feature.	Already clarified above
92	Point 8.11; Form 11	Format for MAF on OEM's Letterhead	Kindly Allow Microsoft's Legal approved Government Standard MAF format to be submitted on Microsoft Letterhead, signed by Authorized signatory.	Already clarified above

Annexure-1 (Minimum Specification of Server)	
Specification Features	General Value
Processor	Current servers are 32 core and with 256 GB RAM for 30,000 mailboxes. Hence, should be minimum 64 core considering scalable to 50000 mailboxes and future growth. Harddisk should be SSD. LAN port should be 10 Gbps
Based Frequency (GHz)	Any
RAM Size (GB)	Min 512 GB or Higher
Graphics Type	Integrated
Keyboard Connectivity	Wired
Mouse Connectivity	Wired
Type of interface for Hard Disk Drive	SSD
Total Storage Capacity Offered with SAS drive (GB):	Min 5 x 600GB SSD
RAID Controller	dedicated hardware RAID controller support RAID 0, 1, 5, 6, 10, 50, and 60
RJ45 (LAN) ports	Min 4 ports: 2x1G and 2x10G
Redundant Power Supply	Yes
Hot Swappable (Redundant Power Supply)	Yes
Power Supply	Dual, Cabinet
Form Factor	RACK or Blade
Operating System	All required licenses should be provided including for all software required.
Accessories	Standard
Warranty	Min 5-Years.The OEM shall ensure response within 4 hours and resolution within 24 hours (or as mutually agreed) for any critical hardware issue affecting system availability(Must Submit Warranty Certificate)
Compliance	ISO 9001:2015,ISO 20000-1,OEM Authorization Certificate / MAF

Revised & Update Section 7.1 in RFP

FINANCIAL BID FORMAT

This table is just for information explaining how to fill price online, Bidder need to submit quote in following format online only, Don't submit it with technical document.

Table-1:
Financial Bid:

Sr #	Item	User Mailboxes Qty	Unit price	Total Price
1	Upgradation of Existing Microsoft Exchange Email Solution at DC & DR – Software including all Subscriptions, latest patched, updates, fixes and licenses- through Microsoft Enterprise Agreement for 5 Years	30000		
2	Infrastructure to Host On-premises Enterprise Email messaging solution - Compute, Storage, networking and security components, Load balancer, third-party software's, etc. that has to be installed at DC & DR to host enterprise email messaging solution	As per the scope of work		
3	Comprehensive Annual Maintenance Contract (CAMC) - Providing support and periodic maintenance services for Email messaging solution and all supplied IT Assets, Providing updates, Patches and fixes for the period of 5 Years. (20 Quarters)	20		
4	Third Party integration- Provision for third-party integration components with Microsoft Exchange SE to enable additional RFP-mandated functionalities not available natively			
Grand Total				

Note:

- The Bidder should read the complete RFP carefully and quote for the price inclusive of all taxes and duties in the financial bid. Any changes in Govt. Taxes / Duties would be applicable as on actual at the time of invoice processing.
- Above table will be used for Commercial Bid evaluation purpose only.
- The CAMC cost calculation should not be less than 20% of the CAPEX value.
- The successful bidder shall submit the price break-up of the quoted product before signing the contract.
- The Purchaser reserves the right to issue separate Work Orders/Purchase Orders for procurement of additional licenses over and above the quantity specified in the Price-Bid Format. The Successful Bidder shall supply such additional licenses at the same unit rate as quoted in the bid. The additional license cost shall be calculated on a pro-rata basis from the quoted price, and the quoted rates shall remain valid and applicable for the entire duration of the contract period.

- vi. Integration of approved third-party tools with Microsoft Exchange SE enables compliance with all technical and functional requirements defined in the RFP and corrigendum — without compromising the stability or security of the existing mail infrastructure.
- vii. This approach ensures that the Government's email system remains scalable, secure, compliant, and feature-rich, while optimizing operational costs and leveraging existing Exchange investments.