



GIC HOUSING FINANCE LTD.

REQUEST FOR PROPOSAL

FOR

THE MICROSOFT O365/M365 EMAILING SOLUTION UNDER

ENTERPRISE AGREEMENT FOR 5 YEARS

RFP Reference Number:REF:GICHF:2023-24/04

Dt. 06-03-2024

ACTIVITY SCHEDULE		
S.NO.	ACTIVITY	DETAILS
1	Release of RFP	06 th March, 2024
2	Address for Receipt/Submission of Bid document	GIC HOUSING FINANCE LTD National Insurance Building, 6th Floor, 14, J. Tata Road, Churchgate, Mumbai – 400020.
3	Bid Submission	Sealed - Technical & Commercial Bids in Hard Copy only.
4	Last Date & Time for submission	13th March, 2024 13:00 hrs
5	Bid Opening Date & Venue	14th March, 2024 (To be opened and evaluated internally at GICHFL Head Office).
6	Contact Details	Mr. B Ramanathan Group Executive Ph:9892313811 Mr. Manish Abhishek Executive IT Ph:7739215866
7	E-mail ID's	ram@gichf.com manish.abhishek@gichf.com

About GIC Housing Finance Ltd: -

GIC Housing Finance Ltd (GICHFL) is a company registered under Section 25 of the Companies Act, 1956 with its Registered Office at National Insurance Building, 6th Floor, 14, J. Tata Road, ChurchGate, Mumbai – 400020 and its 72 Branch Offices across PAN India.

Our Promoters are General Insurance Corporation of India, The New India Assurance Company Ltd, United India Insurance Company Ltd, The Oriental Insurance Company Ltd and National Insurance Company Ltd.

Objective of RFP:-

GICHFL proposes to renew the existing Microsoft O365 Enterprise Agreement and proposing to upgrade with M365 Emailing Solution – M365 E3 & O365 E1 Plus for 725 users to facilitate & enable all the users with modern security features included with higher level of Data Storage, Security and other enhanced features provided with their individual Email ID's under an Enterprise Agreement with Microsoft for 5 years.

SECTION 3 - SCOPE OF WORK:-

- The Bidder should be the Licensing Solution Provider (LSP) of Microsoft i.e. the bidder should be authorized by Microsoft to be named as the partner of record in enterprise licensing deals and should have a rich experience and good record in implementing such kind of Microsoft O365/M365 solutions to various clients across. The bidder is responsible for providing the Microsoft O365 Emailing solution with the Plans - M365 E3, O365 E1 Plus and any other Microsoft O365/M365 product plans subscribed during the period of Enterprise Agreement with Microsoft for 5 years.
- The Bidder should provide supportive documents in regards to the proof of being an authorized LSP of Microsoft. Failing which, will lead to the disqualification of such Bidder.
- The Bidder should provide Comprehensive support and maintenance including Technical support for all Microsoft O365/M365 products and features in implementing the proposed solution for the Enterprise Agreement period of 5 years.
- The proposed solution Microsoft O365 Emailing solution – OE1 Plus/ME3/ Enterprise Plans should be robust, scalable, secured, user friendly, enterprise class architecture, cost effective with guaranteed 99.99% uptime on Email, SharePoint, OneDrive and entire O365 / M365 Products subscribed under our Enterprise Agreement.
- The Bidder should carry a O365 policy review and assessment of the policies implemented in the current scenario at GICHFL and provide the report of the same.

Key Instructions of the Bidders:

➤ **Right to Terminate the Process**

- a. **GICHFL** may terminate the RFP process at any time and without assigning any reason. **GICHFL** makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by **GICHFL**. The Bidder's participation in this process may result **GICHFL** selecting the Bidder to engage towards execution of the subsequent contract.

SECTION 4 – TERMS & CONDITIONS: -

Submission of Proposals/ Guidelines for Bidders

- a. The Bidders should ensure that all assumptions/clarifications required are clarified beforehand. Any bids with words/phrases such as (but not limited to) “assumption”, “it is understood that”, “conditional offer” may be subjected to rejection at any stage of evaluation.
- b. Bidders should submit their responses as per the formats given in this RFP in the following manner:
 1. **Technical Proposal and Eligibility Criteria in first envelope – Sealed Envelope 1 (Hard Copy).**
 2. **Commercial Proposal in second envelope – Sealed Envelope 2 (HardCopy).**
- c. Please note that prices should not be indicated in the technical proposal but should only be indicated in the commercial proposal. However, a masked bill of material masking the price information be provided along with the technical proposal.
- d. The two sealed envelope containing copies of technical Proposal and commercial Proposal, clearly marked “Response to RFP for THE MICROSOFT M365 EMAILING SOLUTION with **GICHFL**.”
- e. The outer envelope thus prepared should also indicate clearly the name, address, telephone number and E-mail ID of the Bidder to enable the Bid to be returned unopened in case it is found to be received after the time and date of Proposal submission prescribed herein.
- f. All the pages of the Proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder’s Proposal.
- g. The original Proposal shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initialed by the authorized signatory of the Bidder.
- h. All pages of the bid shall be initialed and stamped by the authorized signatory of

the Bidder.

- i. The Bidder must submit a certificate of undertaking on its official letter-head duly signed by its authorized signatory confirming the acceptance of all the terms & conditions contained in and spread throughout this Bid Document.
- j. The Bidder should provide supportive documents in regards to the proof of being an authorized LSP of Microsoft. Failing which, will lead to the disqualification of such Bidder.
- k. Decision as to any arithmetical error, manifest or otherwise in the response to Bid Document shall be decided at the sole discretion of GICHFL and shall be binding on the Bidder. Any decision of GICHFL in this regard shall be final, conclusive and binding on the Bidder. Bidder should be a legal entity and financially solvent. Bidder must warrant that no legal action is pending against them in any legal jurisdiction which affects its ability to deliver the RFP requirements.
- l. GICHFL reserves the right to re-issue/re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of GICHFL in this regard shall be final, conclusive and binding on the Bidder.
- m. GICHFL reserves the right to modify the Quantity of Licenses for each product at any stage of the process.
- n. Modification to the RFP, if any, will be made available as an addendum on GICHFL website/will be emailed to bidder.

Notification of Award/Purchase Order:

After selection of the L1 bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, GICHFL will send Notification of Award/Purchase Order to the selected Bidder.

Signing of Purchase Order:

- Within 2 days of receipt of Purchase order the successful Bidder shall accept and acknowledge the Purchase Order.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

Termination of contract with selected bidder:

- There will be a 2 months' prior notice that will be given by GICHFL to selected Bidder in case GICHFL wishes to discontinue the contract, be it any reason as in incapability to provide standard service/ due negligence in any part and so on during the contract period or as GICHFL may deem fit. If the selected Bidder wishes to discontinue the enterprise contract, then the Bidder has to give minimum 6 months of prior notice.

Service Level Agreement

- SLAs define the quality and timeliness of service delivery during the Microsoft Enterprise Agreement period i.e 5 years. They help GICHFL sustain the planned business outcomes from the solution deployed on a continued basis over a sustained period of time.
- The Bidder need to execute a Service Level Agreement with GICHFL covering all terms and conditions of this tender. Bidder need to strictly adhere to Service Level Agreements (SLA). GICHFL shall without prejudice to its other rights and remedies under and in accordance with the GICHFL terms, levy liquidated damages in case of breach of SLA by the bidder. Services delivered by bidder should comply with the SLA. Service Levels will include Availability measurements and Performance parameters.
- Performance measurements would be assessed through audits or reports, as appropriate to be provided by the Bidder e.g. utilization reports, response time measurement reports, etc. and will be monitored by using existing GICHFL.
- Scheduled operation time means the scheduled operating hours of the System for the month. All planned downtime (for system maintenance) on the system would be deducted from the total operation time for the month to give the scheduled operation time.
- Commencement of SLA: The SLA shall commence immediately after contract is awarded. The liquidated damages will be deducted from the next payment milestone after the SLA holiday period.
- GICHFL business hours are typically between 9 am to 7 pm (Monday to Saturday) and the SLA will be applicable according to the technological operations window i.e. 24*7*365.

Taxes and Duties:

- All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rate while making any payment.
- Commercial Bid should be specific and inclusive of GST, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes, Octroi etc.
- The benefits realized by bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the bidder to GICHFL.

Compliance Terms:-

Sr. No.	Terms to be agreed upon	Compliance (Yes / No)
1	The price quote should be in INR only.	
2	The aforesaid Scope of Work points are agreed by us for the period of 5 years or until the contract exists.	
3	The price quoted by the bidder should be valid for the period of 5 years by signing an Enterprise Agreement with Microsoft.	
4	The bidder has attached the copy of letter from Microsoft recognizing it as a LSP partner.	
5	The bidder should be responsible in providing the Implementation Support and Maintenance including technical support in coordination with Microsoft during the period of 5 years Enterprise Agreement.	

SECTION 5 - PAYMENT TERMS: -

1. Payment will be made annually for the period of 5 years based on signing the Enterprise Agreement Contract with Microsoft.
2. Payment mode will be made thru RTGS/NEFT transfer in 20 days after receipt of invoices.

Section – 6: BILL OF MATERIAL/QUANTITY:**Option 1**

Program	Part Number	Item Name	Quantity
EAS	XUA-00001	O365 E1 Plus Sub Per User	725
EAS	AAA-10756	M365 E3 Original Sub Per User	200
EAS	4DS-00001	EOA Exchange Online Sub Per User	725
EAS	KF5-00002	Defender O365 P1 Sub Per User	925
EAS	831-00001	Co-Pilot	15

Option 2

Program	Part Number	Item Name	Quantity
EAS	XUA-00001	O365 E1 Plus Sub Per User	725
EAS	AAA-10756	M365 E3 Original Sub Per User	200
EAS	4DS-00001	EOA Exchange Online Sub Per User	725
EAS	QLS-00003	Defender Endpoint P2 Sub Per User	725
EAS	QLS-00007	Defender Endpoint P2 SU Defender Endpoint P1 Per User	200
EAS	KF5-00002	Defender O365 P1 Sub Per User	925
EAS	83I-00001	Co-Pilot	15

Section – 7: Commercial BID Format:**Part-A:- Licensing Cost for each Plans.**

Program	Part Number	Item Name	Qty.	Unit Price Per month In INR	Per Year In INR	Total	GST@18%	Total with GST (Rs.)
Total Price for 3 years under Enterprise Agreement (EA)								
Price for 4th Year under EA								
Price for 5th Year under EA								
Total Price for aforesaid licenses under EA for 5 yrs								

Part-B:- Implementation & Managed Services Cost.

S.No.	Particulars	Service Model*	Cost	GST	Total Cost incl. GST (Rs.)
1	Implementation and Managed Services for the aforesaid License plans under EA for 5 years	Per Man-Hour Cost based approach (Time & Material)			
2		Shared Resource model for 5 years period			

*Other service models can also be explored once the L1 bidder is identified.

RFP for Microsoft O365 Emailing solution

Note:

- The commercial bid format specified as PART-A and Part-B for both option 1 and option 2 has to be provided separately in the prescribed format only. No other format, except the given one, will be accepted.
- The Grand total should be written in figures and words. In case of any discrepancy in the figure and words, the amount in words will prevail.
- Lowest Grand Total price (inclusive of taxes) will be considered as L1 Price to award the contract.

-----END OF RFP DOCUMENT-----