

Custom Bid for Renewal of Subscription for Existing Office365 Business Standard Product.

Renewal of Subscription for Existing Microsoft Office365 Business Standard Licenses

ELIGIBILITY CRITERIA FOR TECHNICAL QUALIFICATION OF THE BIDDER(S)

Bids fulfill following Technical Eligibility Criteria shall be eligible for Financial Evaluation:

Sl.	Criteria	Proof to be Submitted
1	The bidder must be an Indian firm/ company / organization registered under the Companies Act.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office
2	The bidder should be Microsoft Authorized partner.	OEM Authorization documents.
3	Bidder should have experience of executing Microsoft Office 365 or cloud-based mailing solution projects in last 03 years.	Copies of the order and / or Certificate of Completion of the work.
4	The Vendor to confirm that the bid is not submitted in Consortium as well as Sub- contracting.	Undertaking/declaration signed by authorized signatory of the Bidder(s) on their letterhead.
5	Bidder should have an office in Delhi, NCR.	Complete office address details along with documentary evidence.

IMPORTANT NOTE: IIDL reserves the right to examine the details furnished by the Bidder(s). The Financial Bids of only those Bidder(s), who qualify minimum eligibility criteria and fulfilling terms and conditions specified in technical bid will be opened. IIDL reserves the right to reject the Tender without assigning any reason thereof.

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Scope of Work:

The Scope of Work (SOW) has been divided into the following parts:

- a. **Renewal of Existing Microsoft Office 365 Licenses:** Subscription of Microsoft Office 365 Business Standard Solution for a period of One year starting from **25/07/2024**
- b. **Partner Offsite Support:** Support Services for Office 365 for Business Standard Subscription.

The following would be the scope of work under the contract:

- a. Subscription to following Microsoft hosted online services on Cloud over IIDL's Intranet/Internet:

Item	Microsoft 365 Plan & additional features required if any	No. of Licenses	Remarks, if any
A	Microsoft 365 Business Standard	33	
	Total No. of Licenses	33	

Contract Period:

The contract will be initially for a period of 1 year with a provision of 1 year extension on mutual agreed terms subject to evaluation of the performance of the service provider by IIDL before the end of first year contract. The extension/renewal of the contract will be based on performance evaluated by IIDL.

- a. During the tenure of the contract IIDL reserves the right to place an order for additional licenses. The cost of the licenses would be per license pro-rata cost for the remaining tenure of the contract for that license.
- b. Any other service/ features added to these plans by Microsoft during the contract period shall be delivered unconditionally and free of cost to IIDL.

Partner Offsite Support:

1. Support on Office 365 Environment issues related to Implementation and troubleshooting etc.
2. Troubleshooting of Office 365 sync issues with devices etc.
3. Monitoring and Analysis of Office 365 Environment for Vulnerabilities Assessment, Risks Mitigation.
4. Support on anti-spam filtering, logging and email tracking and transport rules etc.

Award of Contract:

Before the expiry of the period of validity of the proposal, IIDL shall notify the **L1** Bidder through GeM portal or by email.

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Commencement of Work:

The successful bidder shall commence services with three (3) days off award of contract or as per the schedule provided by IIDL and shall proceed with the same with due expedition without delay.

If the bidder fails to provide the services within the stipulated time as per LOI/PO/Work Order or as intimated, IIDL at its sole discretion will have the right to cancel the contract.

Services shall be provided under the direction and to the satisfaction of IIDL.

Payment Terms:

100% against submitted GST Invoice.

Reservation Right

Bidder(s) will not have the right to change the conditions, terms or prices of the proposal once the proposal has been submitted in writing to IIDL, nor shall bidder(s) have the right to withdraw a proposal once it has been submitted

Jurisdiction

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the construction and/or interpretation thereof shall be that of the appropriate court in New Delhi. The jurisdiction of any other court in any place other than New Delhi is specifically excluded.

Violation of Terms

IIDL clarifies that IIDL shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder(s) and its Partner(s) from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies. IIDL may have at law or in equity, including without limitation, a right for recovery of any amounts and related costs and a right for damages.