



RFP 07/2022-23 dated 30/09/2022 for Selection of Authorized Microsoft partner for implementation of M365 solution

CORRIGENDUM -1

Bank's responses to the Pre-bid queries:

RFP page number	RFP Clause Number	RFP clause	Bidder's Query	Bank's Response/Modified Clause
49	1	The Bidder shall conduct the site survey and configure the solution & Desktops in such a way that it suits best with the Bank's infrastructure.	Does bank expects bidder to manage all branches	The bidder has to conduct the site survey and do a one-time configuration of bringing the desktops into Active Directory domain.
49	2	The Bidder should perform comprehensive configuration and management of Active Directory solution including but not limited to endpoint management, Group policy, DNS etc.	Need clarity on comprehensive configuration & management of Active directory.	The Bidder should perform configuration and management of Azure Active Directory solution for users and machines which comprises endpoint management, Group policy, DNS etc.
49	5	The bidder should configure each desktop for domain joining, install the intune patch management and Office suite client along with Defender Antivirus Client.	need clarity on patch management.	The bidder should configure each desktop for domain joining, activate the intune patch management and Office suite client along with Defender Antivirus Client.
49	9	The Bidder should provide the complete desktop group policy settings for user and computer configurations and Bank will decide on various policies such as password policy, power management policy, device policy, backup policy, software policy,	It will be difficult to showcase off available Group policy scenario. Specific requirement can be catered.	Bidder shall configure all the required features of intune as per the SKU and licenses.

		access rights to the users and groups, etc., and the same should be implemented and managed by the bidder.		
50	17	Solution should be able to control the security features of all desktops. This shall include implementing operating system security, performance tuning and hardening as per security standards and guidelines of Bank and regulators.	Need details of existing OS flavours of all desktops.	Windows 8.1, Windows 10 and Windows 11
50	18	The bidder should have facility to get entire control of desktops and enable/disable hardware/peripherals/software/services.	There are specific Hardware component which can be controlled.	Bidder to Comply
50	25	The Bidder should provide a very comprehensive solution for Windows Patch / Update Management to all the desktops in the Bank through Intune - it should provide an integrated solution to deploy software updates seamlessly to physical and virtual clients across the Bank. IT administrators should be able to use the solution to distribute both security and non-security related updates/patches of Microsoft products, Antivirus, third party applications, and custom/in-house applications.	Bank to specify exact requirement on patching management as intune has a certain limitation for patching & mangement & compliance is not possible.	The Bidder should provide Windows Patch / Update Management to all the desktops in the Bank through Intune - it should provide an integrated solution to deploy software updates seamlessly to physical and virtual clients across the Bank. IT administrators should be able to use the solution to distribute both security and non-security related updates/patches of Microsoft products, Antivirus, third party applications, and custom/in-house applications.
50	26	The Bidder should ensure that the Central server at Azure should download the patches (OS or third party application)/version upgrades/OS upgrades	Intune - patches are deployed over the internet & cannot be downloaded on server	Bidder should ensure that all the available patches are updated to all the users from Azure cloud through Internet.

		from internet to the agents.		
50	27	The Bidder should manage centralized intune solution optimized for Bank's network architecture with wide range of WAN latency which segregates the desktops for the patches with granular and flexible grouping mechanism. Bidder should configure and implement all the patches without requiring end-user intervention.	Intune - patches are deployed over the internet & cannot be downloaded on server	The Bidder should manage intune solution with wide range of WAN latency which segregates the desktops for the patches with granular and flexible grouping mechanism. Bidder should configure and implement all the patches without requiring end-user intervention from Azure Cloud through Internet.
50	28	The Bidder has to ensure that the intune Solution is able to deploy patches and application packages using the available bandwidth during office hours without affecting the normal banking operations of the branches/ offices. Bidder has to ensure that the solution provides features such as bandwidth throttling in order to ensure updation of patches even in low bandwidth locations.	Intune - patches are deployed over the internet & cannot be downloaded on server.	The Bidder has to ensure that the intune Solution is able to deploy patches and application packages from Azure cloud over Internet using the available bandwidth during office hours without affecting the normal banking operations of the branches/ offices. Bidder has to ensure that the solution provides features such as bandwidth throttling in order to ensure updation of patches even in low bandwidth locations.
50	29	The Bidder should optimize the delivery of content through the solution such that software distribution/security updates happen over a slow link and at the same time not interfere with critical business processes or make the production processes to run slow.	Not possible through Intune	Bidder shall set-up content delivery optimisation in intune

50	30	The Bidder should configure intune solution to provide automated patch management capabilities and it should support multiple versions of Windows OS (multi-platform).	bank to share OS details	Windows 8.1, Windows 10 and Windows 11
50	31	The Bidder should be able to distribute the application software, OS, patch and other software updates in all the desktops.	Bank has to provide sufficient bandwidth, also min hardware should be maintained. OS deployment is not possible via intune	Bidder shall configure Windows Autopilot to all users. The Bidder should be able to distribute the application software, patch and other software updates in all the desktops.
50	32	The security patches and all other patches of Microsoft Products should be installed in all the desktops/Laptops. The Bidder should continue to upgrade/update the latest versions / patterns /security and all other Windows patches, Antivirus updates in all the desktops and ensure that at any point of time there is no computer system in the Bank without updated OS Patch, Antivirus definitions and also without policy compliance.	Compliance is not possible with intune	Bidder shall maintain the dashboard of M365 portal and generate relevant reports and continue to upgrade/update the latest versions / patterns /security and all other Windows patches, Antivirus updates in all the desktops. Bidders shall ensure that at any point of time there is no computer system in the Bank without updated OS Patch, Antivirus definitions and also without policy compliance.
51	33	Bidder has to ensure more than 95% compliance for all security/OS patches/updates/installers on all the desktops of the Bank within 7 days from the date of deployment during the contract period.	Compliance is not possible with Intune.	Bidder to Comply. Bidder shall make use of the reports available in intune.
51	34	The Bidder should update the antivirus definition to all the Desktops atleast on T+1 Basis.	It depends on availability of network & client machines	Bank accepts bidder's remarks

51	35	The Bidder through intune should have the facility to identify missing patches on multiple desktops and to approve patches for installing the same.	Compliance is not possible with Intune.	Bidder to Comply.
51	36	The bidder should identify missing updates if any in Antivirus definition in desktops across the corporate network and ensure timely updation of the same.	Not possible through Intune	Bidder to Comply. Anti-virus updation should be done through Security portal
51	37	The Bidder through intune solution should be able to track and evaluate the appropriate software updates depending on OS and products installed in the desktops.	Compliance is not possible with Intune.	Bidder to Comply. Bidder shall make use of the reports available in intune
51	38	The Bidder should ensure that if a system is turned off, the solution should be able to determine when it was last interrupted and resume the download of patches and antivirus definition from that point when the system is back online.	Compliance is not possible with Intune.	Bidder to Comply. Bidder shall make use of the reports available in intune.
51	42	Patch deployment wizard: A simple console wizard should be provided to assist administrators in deploying required patches to managed devices with Zero Day availability of the patches, security Updates and Antivirus definitions to the desktops.	Not possible through Intune	Bidder to Comply. Antivirus definitions shall be pushed through Security Portal
51	43	The solution must be capable of deploying patches/ updates/ applications/ packages etc. to targeted workstations based on multiple parameters	Not possible through Intune	Third party applications can be patched using Application wizard. Bank shall provide the patches for the third party applications.

		such as IP Subnets, hardware criteria, Directory containers, groups, users, hostname etc.		
51	44	The Bidder should ensure that all desktops having various version of Windows Operating system are updated with the latest updates and patches release by Microsoft.	Only Win 10 & win 11 is supported	Bank accepts bidder's remarks
51	45	The Bidder will be responsible for maintaining up to date patches/OS version, security updates and updates for third party applications in the environment. Bidder should continuously monitor for release of patches/new versions. The Bidder should ensure that the Bank is notified promptly of any new patches released for operating systems/third party applications.	Third party application patches or updates are not possible	Third party applications can be patched using Application wizard. Bank shall provide the patches for the third party applications. Bidder shall import the patch to the application wizard and deploy to all the systems in the domain
51	46	The Bidder should ensure that any new operating system/ third party application patch/update released by the respective OEM is available within 3 days in the solution catalogue for deployment.	Third party application patches or updates are not possible	The Bidder should ensure that any new operating system/ third party application patch/update released by the respective OEM is deployed to all systems in the domain as and when it is available for deployment. Bank shall provide the patches for the third party applications.

51	47	The Bidder is responsible for maintaining all the endpoints of the Bank in supported versions of operating system during the contract period. The Bidder should ensure that the solution is capable of supporting build upgrade to latest version of operating System in all desktops as and when released by the OEM during the contract period without needing to redeploy the complete OS image.	Win 8 to win 10 not possible using intune	The Bidder is responsible for maintaining all the endpoints of the Bank in supported versions of operating system during the contract period. The Bidder should ensure that the solution is capable of supporting build upgrade to latest version of operating System in all desktops, wherever Windows version is 10 and above, as and when the build upgrade is released by the OEM during the contract period without needing to redeploy the complete OS image.
52	48	The Bidder should provide a dash-board which could be customized as per the Bank's requirement for the operating system patching and software deployment for all the endpoints of the Bank.	Not possible through Intune	The Bidder should provide intune dashboard for the operating system patching and software deployment for all the endpoints of the Bank.
52	53	The Bidder should ensure that the reporting should be flexible and easily customizable.	Not possible to get customise report through intune	Bidder should give access to all the standard reports of Intune
52	55	The bidder should maintain a central repository of the endpoint configuration, soft-ware and hardware inventory details from all the distributed endpoints. The solution should identify hardware inventory (like processor, memory, hard disk, serial number, make and model etc.) and all software installed on the	Not possible to extract consolidated report	Bidder shall provide the standard reports available in intune w.r.t hardware and software inventory along with licenses, versions etc. for all the desktops in the domain

		workstation with their versions etc. Installed software / applications should be available from multiple methods like file information on the workstation, registry contents and add/remove programs.		
52	56	The Bidder should generate the hardware & software inventory details for each Desktop based on Branch and ROs	Not possible to extract consolidated report	Bidder shall provide the standard reports available in intune w.r.t hardware and software inventory along with licenses, versions etc. for all the desktops in the domain
52	57	The solution should be able to identify endpoints which are not installed with Patch Management agent within a given range of IPs / hosts and automatically initiate re-mote installation / self-remediation actions, which can include installing / repairing the agent on the Endpoint.	Intune there is no agent required	Bank accepts bidder's remarks
52	58	The solution should have the capability of discovering machines, users and groups from Active Directory and to distribute any software packages or patches to those Di-rectory objects.	Patch management not possible	Bidder to comply. Bidder shall use intune to deploy packages or patches to user groups available or defined in Azure AD.
52	59	The solution must be capable of distributing all types of applications like exe, msi, bat, vbs etc. The Bidder will be responsible for creating the packages for deployment for such files.	supports only exe & msi	Bidder to comply. Bidder shall use Powershell scripts to deploy the applications

52	61	The Bidder should generate application software utilization report (Software metering) based on users, Branches, ROs as and when required.	Not available (software metering)	This clause stands removed
52	62	The Bidder should migrate the existing e mail ids along with all sent and received data from Microsoft Exchange to M365 F3/E3 as the case may be.	Need to know details on existing exchange infra	The Bidder should migrate the existing e-mail ids along with all sent and received data from the existing on-premises Microsoft Exchange 2019 server and also from Zimbra to M365 F3/E3 as the case may be.
53	67	The Bidder should configure all the security parameters of Exchange online protection & Defender for End point plan as the case may be.	Need to have additional license for Defender for end point (P2) in case bank requires EDR solution	Bidder should configure all Security parameters as per the license or SKU.
53	77	The Bidder should configure Azure information protection for the files mentioned by Bank as and when required.	Bank to specify what exactly is " files "	The Bidder should configure Azure information protection for the files mentioned by Bank as and when required. Bank will share details of such files to the successful bidder.
53	5	The help desk staff should test the OS patches in few Desktops to ensure functioning of core banking application before mass roll out.	Bank to provide test environment with all applications. There is no option for patch management	Bidder to comply. Test environment will be provided by Bank.
53	6	The help desk staff should revert patches for OS in case of any operation issues.	Not possible	Bidder to comply
53	8	The help desk staff should submit daily call logging report, activity report, overall anti-virus status of Bank, Patch status, hardware and software inventory, license usage etc. to the Bank staff.	Inventory not possible	Bidder shall provide standard reports available in M365 portal.

54	12	The help desk staff should install applications, device drivers, screen saver, desktop screens etc. as and when required by the Bank. Bank shall provide the required licenses for the same.	Device driver is not possible thought intune	Bidder to comply. Microsoft tested and certified windows drivers available from Windows updates shall be deployed through Microsoft website as and when required by the Bank.
30	49.1	Bidder has to provide Helpdesk support from their own resources at Bank's premises who are on its permanent pay roll (certified on the solution by OEM) for managing day-to-day operation, monitoring and management of the solution.	Please share bank premises location where resources to be deployed	Bank's address where resources to be deployed by the bidder: Karnataka Vikas Grameena Bank, Head office, P.B.No 111, Belgaum Road, Dharwad - 580008
37	74.3	In case the performance of the Bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.	Bank to share the satisfactory criteria to deploy right resources	The satisfactory criteria for the Bidder is to perform all the activity as per the SOW.
34	66.2	The bidder shall deliver, install the equipment and port the software and arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard	Need clarity on hardware requirement as its not mentioned in BOM & its cloud solution.	The bidder shall arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard.

28	47.a	M365 License Cost - Quarterly in arrears by deducting LD if any and taxes as per the price quoted in BOM.	Please modify payment terms for licences as yearly payment form the delivery and invoicing of the licences.	M365 License Cost - Yearly in advance by deducting LD if any and taxes as per the price quoted in BOM. Bidder to submit advance payment Guarantee to that extent.
28	47.c	One Time location wise Desktop Configuration cost. - After Location wise implementation as per the price quoted in BOM by deducting LD if any and taxes.	More clarification required on number of targeted users.	The no. of licenses/users is as per Bill of Material.
26	42.1	The successful bidder should ensure implementation of the entire solution, along with the migration of existing data and complete all works as specified in the Scope of Work of this RFP within three Months from the date of acceptance of the Purchase Order.	Implementation time line mentioned is very aggressive thus it need to be increased up to 6 months.	The successful bidder should ensure implementation of the entire solution, along with the migration of existing data and complete all works as specified in the Scope of Work of this RFP within four Months from the date of acceptance of the Purchase Order.
42	Annexure 3.f	The Bidder should have experience of having managed the solution proposed to the Bank with a minimum of 1,000 staff in any Scheduled Commercial Banks/PSUs/Government Departments/Corporates in India during the immediate preceding 3 years	Does corporate includes private organization also. Please clarify.	Corporate includes private Enterprises as well.
41	Annexure 3 b	Bidder shall be authorized Microsoft Licensing Solution Provider (LSP).	We are Gold & CSP Tier-1 Partners with Microsoft and have done similar work across India also we are registered under MSME, NSIC & Startup by DIPP, we request you to please allow MSPs to participate as well.	Only Microsoft LSPs are allowed to participate in the Bid

Additional Amendments:

RFP page number	RFP Clause Number	RFP clause	Modified Clause												
1	11	Earnest Money Deposit(Refundable) Rs.1400000.00	Earnest Money Deposit(Refundable) Rs.2800000.00												
1	7	Last Date of Submission of Bids 21-10-2022 upto 03:00pm	Last Date of Submission of Bids 03-11-2022 upto 03:00pm												
1	8	Date and time of Opening of Part A-Conformity to Eligibility Criteria. 21-10-2022 04:00 PM	Date and time of Opening of Part A-Conformity to Eligibility Criteria. 03-11-2022 04:00 PM												
14	15.1	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.14,00,000.00 (Rupees Fourteen Lakhs Only) by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Karnataka Vikas Grameena Bank, payable at Dharwad and should be kept along with the Part-A - Conformity to Eligibility Criteria.	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.28,00,000.00 (Rupees Twenty Eight Lakhs Only) by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Karnataka Vikas Grameena Bank, payable at Dharwad and should be kept along with the Part-A - Conformity to Eligibility Criteria.												
15	22.2	<table border="1"> <thead> <tr> <th>Last Date of submission of Bid</th> <th>Day</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>21/10/2022</td> <td>Friday</td> <td>Up to 03:00 PM</td> </tr> </tbody> </table>	Last Date of submission of Bid	Day	Time	21/10/2022	Friday	Up to 03:00 PM	<table border="1"> <thead> <tr> <th>Last Date of submission of Bid</th> <th>Day</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>03/11/2022</td> <td>Thursday</td> <td>Up to 03:00 PM</td> </tr> </tbody> </table>	Last Date of submission of Bid	Day	Time	03/11/2022	Thursday	Up to 03:00 PM
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03/11/2022	Thursday	Up to 03:00 PM													
8	2.1	Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Karnataka Vikas Grameena Bank'	Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Karnataka Vikas Grameena Bank' and 'Andhra Pragathi Grameena												

			Bank'
8	2.2	RFP' means Request for Proposal for Selection of Service Provider for Implementation of M365 solution in KVG Bank	RFP' means Request for Proposal for Selection of Service Provider for Implementation of M365 solution in KVG Bank and APG Bank
8	2.4	'Solution' means Implementation of M365 Solution in KVG Bank.	'Solution' means Implementation of M365 Solution in KVG Bank and APG Bank
8	2.6	'Successful Bidder'/'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process including the reverse auction, subject to compliance to all the Terms and Conditions of the RFP, etc.	'Successful Bidder'/'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.
25	40.3	Security Deposit should be submitted by way of DD drawn on Karnataka Vikas Grameena Bank payable at Dharwad / Bank Guarantee may be obtained from any of the Scheduled Banks (other than KVG Bank). However, it should be as per the Appendix-E.	Security Deposit should be submitted by way of DD drawn on Karnataka Vikas Grameena Bank payable at Dharwad / Bank Guarantee and also drawn on Andhra Pragathi Grameena Bank payable at Kadapa / Bank Guarantee may be obtained from any of the Scheduled Banks (other than KVG Bank and APG Bank). However, it should be as per the Appendix-E.
25	41.1	Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Dharwad as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected	Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with KVG Bank at Dharwad and also APG Bank at Kadapa as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the

		Bidder.	selected Bidder.
26	42.1	The successful bidder should ensure implementation of the entire solution, along with the migration of existing data and complete all works as specified in the Scope of Work of this RFP within three Months from the date of acceptance of the Purchase Order.	The successful bidder should ensure implementation of the entire solution, along with the migration of existing data and complete all works as specified in the Scope of Work of this RFP within three Months from the date of acceptance of the Purchase Order. However, migration of existing data from Cloud Zimbra NGX e-mail solution needs to be done as per the time decided by APG Bank.
29	47.7	The payments will be released through NEFT/RTGS after deducting the application LD/Penalty, TDS if any, centrally by Head Office at Dharwad and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.	The payments will be released through NEFT/RTGS after deducting the application LD/Penalty, TDS if any, centrally by KVG Bank Head Office at Dharwad and APG Bank Head office at Kadapa and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.
30	51	Bidder has to provide hands on OEM training to few identified Bank officials which should cover in-depth operational and troubleshooting features of the solution. The training should be held in Dharwad. Bidder has to provide user manual and Technical documentation both in hard and soft copies to the Bank.	Bidder has to provide hands on OEM training to few identified Bank officials which should cover in-depth operational and troubleshooting features of the solution. The training should be held in Dharwad and Kadapa. Bidder has to provide user manual and Technical documentation both in hard and soft copies to the Bank.

34	67.4	Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with KVG BANK. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.	Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with KVG BANK and APG Bank. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.
36	71	The venue of arbitration shall be Dharwad, Karnataka, INDIA.	The venue of arbitration shall be Dharwad, Karnataka, INDIA and Kadapa, Andhra Pradesh, INDIA as the case may be.
38	75.2	All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Dharwad and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.	All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Dharwad and Kadapa as the case may be and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.
75	Brief Introduction	Not Available	Bank has bifurcated users into dedicated machines and shared machines and the staff uses the shared machines based on roles and responsibilities and shift duties as and when assigned.

Modified Annexure 16 - Bill of Material

TABLE A

Cost of Licenses

No.	Item Description	No. of Users in KVGB	No. of Users in APGB	Total No. of Users	Subscription cost per user per year	No. of Years	Total Cost
(1)	(2)	(3)	(4)	(5) = (3) + (4)	(6) (in Rs) Excl GST	(7)	(8) = (5) * (6) * (7) In Rs. Excl GST
1	M365 F3	1841	2700	4541		3	
2	M365 F3 + Exchange Online Archiving	764		764		3	
3	M365 E3	250	10	260		3	
4	Exchange Online Plan1		552	552		3	
5	Exchange Online Plan2		50	50		3	
	Total Cost of Licenses (excl GST)						

TABLE B

Cost of Help Desk Support Resources

No.	Item Description	No. of Resources for KVGB	No. of Resources for APGB	Total No. of resources for both RRBs	Per Resource Cost Per annum	No. of Years	Total Cost
(1)	(2)	(3)	(4)	(5) = (3) + (4)	(6) (in Rs) Excl GST	(7)	(8) = (5) * (6) * (7) In Rs. Excl GST
1	Help Desk Support Resources	2	2	4		3	
	Total Cost of Help Desk Support Resources excl GST						

Note: Resources Charges will be paid proportionately Quarterly in arrears

TABLE C

Cost of Implementation

No.	Item Description	No. of Locations for KVGB	No. of Locations for APGB	Total No. of Locations for both RRBs	Implementation cost per Location	Total Cost
(1)	(2)	(3)	(4)	(5) = (3) + (4)	(6) (in Rs) Excl GST	(7) = (6) * (5) In Rs. Excl GST
1	One Time Location Wise Desktop Configuration Cost	650	561	1211		
2	One Time M365 user creation & Microsoft Exchange Email Migration cost.(Only for KVGB)	NA	NA	NA	NA	
	Total Cost of Implementation excl GST					

TABLE D

Optional Cost of Licenses

No.	Item Description	No. of Users in APGB	Subscription cost per user per year	No. of Years	Total Cost
(1)	(2)	(3)	(4) (in Rs) Excl GST	(5)	(6) = (3) * (4) * (5) In Rs. Excl GST
1	Microsoft Defender for Endpoint Plan 2	2700		3	
2	M365 User Creation	2700	NA	NA	
3	Email migration cost from Zimbra to M365	NA	NA	NA	
	Total Cost of Optional Licenses excl GST				

TABLE E

Grand Total Table

No.	Item Description	Amount	GST Amount	Total amount
(1)	(2)	(3)	(4) = (3) *18%	(5) = (3) + (4)
	Total Cost of Licenses excl GST as per Table A			
	Total Cost of Help Desk Support Resources excl GST as per Table B			
	Total Cost of Implementation excl GST as per Table C			
	Total Cost of Optional Licenses excl GST as per Table D			
	Total Cost of Ownership including Taxes			

Note:

1. L1 will be arrived at Based on the Total Cost of Ownership including Taxes as per Table E.
2. KVGB and APGB will be placing orders separately on the successful bidder based on their requirements mentioned elsewhere in RFP and Bill of Material.
3. Bidder has to submit all undertakings and Annexures to both the Banks.
4. Successful Bidder has to submit required Bank Guarantee and enter into agreement with both the Banks separately.

Modified Annexure-2
Bid Covering letter Format

Reference No:

Date:

The General Manager,
Karnataka Vikas Grameena Bank,
Head office IT Division
PB No 111, Belgaum Road
Dharwad - 580008

Dear Sir,

SUB: RFP for Selection of Authorized partner of Microsoft for Implementation of M365 Solution.

Ref: Your RFP 07/2022-23 dated 30/09/2022

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete Implementation of M365 solution as per timelines mentioned in the RFP for each ordered locations.

If our offer is accepted, we undertake to provide Technical consultancy / Servic support / Guidance for the solution supplied as per the above referred RFP, during contract period. We enclose a Demand Draft /Bank Guarantee in lieu of EMD for **Rs.2800000.00** in favour of Karnataka Vikas Grameena Bank as EMD.

We agree to abide by this offer till 180 days from the date of opening of Commercial Bid () and for such further period as mutually agreed between the bank and successful bidder, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Date

Signature with seal

Name :

Designation :