

Reference No. QCI/IT/0322/095

**Request for Proposal
For Renewal of Microsoft Email licenses**



Quality Council of India (QCI)
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg,
New Delhi-110002

Quality Council of India (QCI), an Autonomous Body setup by Ministry of Commerce & Industry, Government of India, invites proposals for renewal of the following items:

Particulars	Domain	No. of Licenses	Period
Exchange essential online	Qcin.org	280	One year
Business Basic	Qcin.org	300	One year
Business Basic	nabh.co	73	One year
E3 Plan	Qcin.org	3	One year
E3 Plan	nabh.co	2	One year

The quotations may be submitted in the following format:

Sl. No	Particulars	Domain	No. of Licenses	Cost per license* (without GST)	Total Cost* (without GST)
1	Exchange essential online	Qcin.org	280		
2	Business Basic	Qcin.org	300		
3	Business Basic	nabh.co	73		
4	E3 Plan	Qcin.org	3		
5	E3 Plan	nabh.co	2		

Scope of Work

The scope of work covers the Renewal of Annual Subscription based License (s) of Microsoft Email Licenses for 653 nos. of email accounts including technical support (27x7x365) for QCI for one year.

Note: -

- The validity of the license of Microsoft email licenses shall be calculated from the date of commissioning in case of new email accounts and date of renewal in case of existing email accounts subject to the verification of QCI.

Selected bidders shall be responsible for the following activities:

- Renewal of annual subscription for existing email accounts of Microsoft Email License.
- The bidder shall be responsible for all kind of migration activities required for the existing email accounts as per the list provided by QCI to ensure the successful renewal/commissioning of the same.

3. Creation of new email accounts of Microsoft Email licenses as per the requirement and list provided by QCI.
4. Providing Admin Level training (if required) for email account management activities like account creation, deletion, suspension, creating workgroups, aliases, backup, archival and restoration of data.
5. Providing 24*7 Technical supports (Telephonic/ Remote/ Onsite) for any kind of query raised by users.
6. The selected Vendor should offer 24x7x365 days uninterrupted service as per Scope of work and Terms & conditions.
7. Bidder should confirm to provide existing licenses which is already given by Microsoft for our domain for free. Details are given below:

S No.	Particulars	Domain	No. of license
1	Dynamics 365 Business Central for IWs	Qcin.org	10000
2	Microsoft Power Apps Plan 2 Trial	Qcin.org	10000
3	Microsoft Power Automate Free	Qcin.org	10000
4	Microsoft Stream Trial	Qcin.org	Unlimited
5	Microsoft Teams Exploratory	Qcin.org	300
6	Power BI (free)	Qcin.org	Unlimited

8. Configuration & Integration of Email accounts with Domain Server.
9. Migration of all existing email accounts with zero data loss. (if any)
10. To provide reports as per QCI requirement, alert notification if any security breach and exhaust of data storage space.
11. The vendor should provide a relationship manager to handle all support services and should be capable of resolving any service deficiency / issue which we can escalate and get resolved to our satisfaction.

Performance standard and Service Level parameters:

- a. Uptime Guarantee: The bidder must have to ensure Up-time for their services of Microsoft email licenses for each email accounts, as per the Microsoft standard SLA guarantee.
- b. Response and Resolution Time:
 - Response Time: Maximum Two (2) hours response time for any reported fault.
 - Resolution Time: Maximum Four (4) hours resolution time.

Additional Terms & Conditions Experience/Eligibility Criteria

- a. Authorization from Microsoft: Bidder should be authorized partner/distributor for Microsoft email licenses on the date of release of tender & need to submit Authorization certificate/Consent for this tender.

b. Past Performance:

The bidder should have successfully executed similar contracts of distribution of Microsoft email licenses for Starter/Business/Enterprise edition for any Central/ State Government/ Semi Government/ Public Sector/Private Sector in last four financial years in either of the following:

- Single work order/Contract Value of 80% of the estimated price OR
- Two work orders/Contract Value each of 50% of the estimated price each.

Terms and Conditions:

1. The bidder shall submit the copy of PAN, GST and certificate of authorized channel partner along with the quotation.
2. Bidder must have a positive net worth from IT business in each of the last five financial years, year ending March, 2021. (Certificate from Chartered Accountant to be furnished)
3. The Bidder should not have been blacklisted in any Government/ Government undertaking/Public sector companies. A self-declaration letter by the Bidder, on the company's letter head should be submitted along with technical bid.
4. The bidder should participate as a single party and no consortium is allowed.
5. The delivery period of the supplies should be 3 days from the date of issuance of purchase order.
6. Payment will be done within 30 days of issuance of Purchase order, submission of proper invoices and successful activation of licenses.
7. The Prices quoted shall be valid for a minimum period of 30 days.
8. Technical bid should contain the following documents:

S.No.	Required Documents
i.	Authorization Certificate from Microsoft
ii.	PAN and GST
iii.	Certificate from Chartered Accountant (Positive net worth for last five financial years ending March, 2021)
iv.	Non-Blacklisting undertaking from Bidder
v.	Work completion certificates or work orders to showcase successfully execution similar contracts of distribution of Microsoft email licenses for Starter/Business/Enterprise edition for any Central/ State Government/ Semi Government/ Public Sector/Private Sector in last four financial years : <ul style="list-style-type: none">• Single work order/Contract Value of 80% of the estimated price OR• Two work orders/Contract Value each of 50% of the estimated price each.

9. Interested parties may submit their Technical and Financial Bid in a sealed envelope inside a large Sealed envelope superscribing Proposal for Renewal of Microsoft Email Licenses with the requisite documents by sending it to the following address on or before 15:00, 24.03.2022.

***“To
Deputy Director (Accounts and Finance)
Quality Council of India
2nd Floor, Indian Council for Child Welfare Building
4 Deen Dayal Upadhyay Marg
New Delhi- 110002”***

- 10.** Quality Council of India reserves the right to reject any or all bids/tenders without assigning any reason whatsoever.
- 11.** All rights toward above terms & conditions are reserved by QCI.