

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687768435981

अनुबंध तिथि | Generated Date : 18-Apr-2026

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: [GEM/2025/B/6911041](#)

खरीद का माध्यम | Procurement Mode: BID/RA

संगठन विवरण Organisation Details	खरीदार विवरण Buyer Details
प्ररूप Type : Central PSU मंत्रालय Ministry : Ministry of Coal विभाग Department : COAL INDIA LIMITED संगठन का नाम Organisation Name : Coal India Limited कार्यालय क्षेत्र Office Zone : Coal India Limited HQ	पद Designation : Deputy Manager MM संपर्क नंबर Contact No. : 033-71104201- ईमेल आईडी Email ID : mayank.shekhhar@nic.in जीएसटीआईएन GSTIN : 19AABCC3929J1ZH पता Address : COAL BHAWAN, 04-1111, A III, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA, KOLKATA POLICE CYBER HQ, WEST BENGAL-700156, India

वित्तीय स्वीकृति विवरण Financial Approval Detail	भुगतान प्राधिकरण विवरण Paying Authority Details
आईएफडी सहमति IFD Concurrence : No प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval: CFDs of CIL वित्तीय अनुमोदन का पदनाम Designation of Financial Approval: Director (Finance), CIL	भुगतान का तरीका Role: PAO भुगतान का तरीका Payment Mode: CIL पद Designation : Manager Finance ईमेल आईडी Email ID : joyna.anup@coalindia.in जीएसटीआईएन GSTIN : - पता Address : COAL BHAWAN, 04-1111, A III, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA, CALCUTTA NORTH DIVISION, WEST BENGAL-700156, India

विक्रेता विवरण Seller Details	
जेम विक्रेता आईडी GeM Seller ID :	DA4218000094957
कंपनी का नाम Company Name :	SONATA INFORMATION TECHNOLOGY LIMITED
संपर्क नंबर Contact No. :	02247779777
ईमेल आईडी Email ID :	dyutiman.paul@sonata-software.com
पता Address :	3,208, T V Industrial Estate, S K Ahire Marg, Worli, Mumbai,Worli, Mumbai - City, MAHARASHTRA-400030, -
एमएसएमई पंजीकरण संख्या MSME Registration number :	-
जीएसटीआईएन GSTIN:	29AAECS8734J1ZS (B) , 27AAECS8734J1ZW (R)
खरीदार द्वारा मूल्यांकित एमआईआई स्थिति MII Status as evaluated by buyer :	Not Verified
खरीदार द्वारा सत्यापित एमएसएमई स्थिति MSME Status as verified by buyer :	Not Verified

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Consignee

वितरण निर्देश | Delivery Instructions : NA

उत्पाद विवरण Product Details						
#	आइटम विवरण Item Description	आइटम विवरण Ordered Quantity	इकाई Unit	इकाई मूल्य (INR) Unit Price (INR)	कर विभाजन (INR) Tax Bifurcation (INR)	मूल्य (INR में सभी शुल्क और कर सहित) Price (Inclusive of all Duties and Taxes in INR)
1	उत्पाद का नाम Product Name : M365 E5 Unified without Audio conferencing sub per user ब्रांड Brand : Microsoft ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: AAD-33226 एचएसएन कोड HSN Code: 9973 उद्गम देश Country Of Origin: India	50	Numbers	176,755	जीएसटी GST (18%) : 1,348,131.356 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 1,348,131.356 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0 जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0	8,837,750
2	उत्पाद का नाम Product Name : M365 E3 Unified Sub Per User ब्रांड Brand : Microsoft ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-)	250	Numbers	107,785	जीएसटी GST (18%) : 4,110,444.915 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 4,110,444.915 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0	26,946,250

	<p>मॉडल Model: AAD-33204 एचएसएन कोड HSN Code: 9973 उद्गम देश Country Of Origin: India</p>				<p>जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0</p>	
3	<p>उत्पाद का नाम Product Name : Defender Endpoint P2 SU Defender endpoint P1 Per user ब्रांड Brand : Microsoft ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: QLS-00007 एचएसएन कोड HSN Code: 9973 उद्गम देश Country Of Origin: India</p>	250	Numbers	5,880	<p>जीएसटी GST (18%) : 224,237.288 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 224,237.288 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0 जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0</p>	1,470,000
4	<p>उत्पाद का नाम Product Name : Entra ID P2 SU Entra id p1 per user ब्रांड Brand : Microsoft ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: 6E6-00004 एचएसएन कोड HSN Code: 9973 उद्गम देश Country Of Origin: India</p>	250	Numbers	8,019	<p>जीएसटी GST (18%) : 305,809.322 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 305,809.322 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0 जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0</p>	2,004,750
5	<p>उत्पाद का नाम Product Name : M365 F3 FUSL Sub Per user ब्रांड Brand : Microsoft ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: JFX-00003 एचएसएन कोड HSN Code: 9973 उद्गम देश Country Of Origin: India</p>	300	Numbers	21,385	<p>जीएसटी GST (18%) : 978,635.593 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 978,635.593 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0 जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0</p>	6,415,500
6	<p>उत्पाद का नाम Product Name : Defender Endpoint F2 Sub Per user ब्रांड Brand : Microsoft ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: WAM-00001 एचएसएन कोड HSN Code: 9973 उद्गम देश Country Of Origin: India</p>	300	Numbers	9,356	<p>जीएसटी GST (18%) : 428,155.932 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 428,155.932 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0 जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0</p>	2,806,800
7	<p>उत्पाद का नाम Product Name : Entra ID F2 Sub Per user ब्रांड Brand : Microsoft ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: WAG-00001 एचएसएन कोड HSN Code: 9973 उद्गम देश Country Of Origin: India</p>	300	Numbers	16,039	<p>जीएसटी GST (18%) : 733,988.136 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 733,988.136 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0 जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0</p>	4,811,700
8	<p>उत्पाद का नाम Product Name : M365 Co-Pilot Manager Sub Add on ब्रांड Brand : Microsoft ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: 83I-00001 एचएसएन कोड HSN Code: 9973 उद्गम देश Country Of Origin: India</p>	20	Numbers	101,583	<p>जीएसटी GST (18%) : 309,914.237 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 309,914.237 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0 जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0</p>	2,031,660
9	<p>उत्पाद का नाम Product Name : Managed Service along with One Time Implementation ब्रांड Brand : Sonata ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: Service</p>	1	Activity Unit	7,587,125	<p>जीएसटी GST (18%) : 1,157,358.051 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 (100%) : 1,157,358.051 जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 (100%) : 0</p>	7,587,125

एचएसएन कोड HSN Code: 9983 उद्गम देश Country Of Origin: India				जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 (100%) : 0
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कुल ऑर्डर मूल्य | Total Order Value (in INR) 62,911,535

परोषिती विवरण | Consignee Detail

क्र.सं. S.No	परोषिती Consignee	वस्तु Item	लॉट नंबर Lot No.	मात्रा Quantity	दिनांक के बाद डिलीवरी शुरू करना है Delivery Start After	वितरण पूरा कब तक करना है Delivery To Be Completed By
1	पद Designation :- ईमेल आईडी Email ID : sundarammishra.cil@coalindia.in संपर्क Contact : -7003685188- जीएसटीआईएन GSTIN : - पता Address : COAL BHAWAN, PREMISES NO.04,PLOT NO.AF- III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA, CALCUTTA NORTH DIVISION, WEST BENGAL-700156, India	M365 E5 Unified without Audio conferencing sub per user	-	50	18-Apr-2026	02-Jun-2026
		M365 E3 Unified Sub Per User	-	250	18-Apr-2026	02-Jun-2026
		Defender Endpoint P2 SU Defender endpoint P1 Per user	-	250	18-Apr-2026	02-Jun-2026
		Entra ID P2 SU Entra id p1 per user	-	250	18-Apr-2026	02-Jun-2026
		M365 F3 FUSL Sub Per user	-	300	18-Apr-2026	02-Jun-2026
		Defender Endpoint F2 Sub Per user	-	300	18-Apr-2026	02-Jun-2026
		Entra ID F2 Sub Per user	-	300	18-Apr-2026	02-Jun-2026
		M365 Co-Pilot Manager Sub Add on	-	20	18-Apr-2026	02-Jun-2026
		Managed Service along with One Time Implementation	-	1	18-Apr-2026	17-Apr-2029

विनिर्देश | Specification1

[विशिष्टता दस्तावेज़ | Specification Document](#)

[क्रेता बीओक्यू दस्तावेज़ | Buyer BOQ Document](#)

[बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन | Compliance of BOQ Specification And Supporting Document](#)

टिप्पणी | Note:: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

टिप्पणी | Note:: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

विनिर्देश | Specification2

[विशिष्टता दस्तावेज़ | Specification Document](#)

[क्रेता बीओक्यू दस्तावेज़ | Buyer BOQ Document](#)

[बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन | Compliance of BOQ Specification And Supporting Document](#)

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[विशिष्टता दस्तावेज़ | Specification Document](#)

[क्रेता बीओक्यू दस्तावेज़ | Buyer BOQ Document](#)

[बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन | Compliance of BOQ Specification And Supporting Document](#)

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विनिर्देश | Specification8

[विशिष्टता दस्तावेज़ | Specification Document](#)

[क्रेता बीओक्यू दस्तावेज़ | Buyer BOQ Document](#)

[बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन | Compliance of BOQ Specification And Supporting Document](#)

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विनिर्देश | Specification9

[विशिष्टता दस्तावेज़ | Specification Document](#)

[क्रेता बीओक्यू दस्तावेज़ | Buyer BOQ Document](#)

[बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन | Compliance of BOQ Specification And Supporting Document](#)

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तकनीकी-वाणिज्यिक स्पष्टीकरण | Techno-Commercial Clarification : [Click here to download](#)

शुद्धिपत्र | Corrigendum

1. तक बढ़ाया गया | Extended Upto : 2025-12-24 13:00:00

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक Advisory Bank :	ICICI
ईपीबीजी प्रतिशत (%) ePBG Percentage(%):	5.00

बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा | The bidder shall furnish ePBG as applicable as per bid's terms and conditions

आरसीएम/एफसीएम के संबंध में सामान्य खंड | General Clauses w.r.t RCM/FCM

- Where ever RCM is applicable, for sellers (Regular GST registered seller who opted out of FCM as per notifications of GST like GTA , unregistered seller), Buyer have liability of paying the GST and GST cess to the government on the specified rate mentioned by them in this contract. Seller will invoice buyer with Zero GST and GST cess.
- For Registered sellers as per FCM, rates will be inclusive of prescribed rate of GST and GST cess. ITC available to buyer as shown in the bid document have been applied while evaluating the bids. Seller has liability of paying the GST and GST cess to the govt and same will be charged from buyer while invoice.
- For Registered sellers who opted for RCM while quoting for specified category under section 9(3) like GTA rates will be exclusive of GST and GST cess. GST and GST cess as indicated by the buyer in the bid document payment of GST and GST Cess will be the liability of buyer.

4. For Unregistered sellers Liability of payment of GST and GST cess is in Buyers scope. GST and GST cess as indicated by the buyer in the bid document will be the liability of buyer . Unregistered seller will invoice buyer with zero GST and Zero GST cess.
5. For sellers under Composition Scheme: There is no liability of payment of GST and GST cess in Buyers cope. Seller will invoice Zero GST and GST cess in the invoice to buyer.

नियम और शर्तें | Terms and Conditions

1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable
- 1.3 All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

2. Buyer Added Bid Specific Terms and Conditions-

2.1 Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period}$ (in days), subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2.2 Scope of Supply:

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

2.3 Generic

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

2.4 Purchase Preference (Centre):

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 25% of total value.

2.5 Certificates:

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

2.6 Generic

Bidder shall submit the following documents along with their bid for Vendor Code Creation:

- Copy of PAN Card.
- Copy of GSTIN.
- Copy of Cancelled Cheque.
- Copy of EFT Mandate duly certified by Bank.

2.7 Generic

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#).

2.8 Forms of EMD and PBG:

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Coal India Limited

Account No.

10373629359

IFSC Code

SBIN0009998

Bank Name

State Bank of India

Branch address

CAG, Kolkata

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Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

2.9 Forms of EMD and PBG:

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Coal India Limited

Account No.

10373629359

IFSC Code

SBIN0009998

Bank Name

State Bank of India

Branch address

Kolkata

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

2.10 *Buyer Added Bid Specific ATC:*

Buyer uploaded ATC document [Click here to view the file.](#)

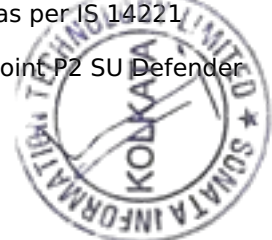
Note: Sellers are required to raise invoices online as per the contract terms on GeM portal. Timely invoice submission is mandatory for compliances, smooth payment processing, and will also contribute to improving their ratings.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-12-2025 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-12-2025 17:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Coal
विभाग का नाम/Department Name	Coal India Limited
संगठन का नाम/Organisation Name	Coal India Limited
कार्यालय का नाम/Office Name	Coal India Limited Hq
कुल मात्रा/Total Quantity	1721
वस्तु श्रेणी /Item Category	M365 E5 Unified without Audio conferencing sub per user , M365 E3 Unified Sub Per User , Defender Endpoint P2 SU Defender endpoint P1 Per user , Entra ID P2 SU Entra id p1 per user , M365 F3 FUSL Sub Per user , Defender Endpoint F2 Sub Per user , Entra ID F2 Sub Per user , M365 Co-Pilot Manager Sub Add on , Managed Service along with One Time Implementation
GeMARPTS में खोजी गई स्ट्रिंग्स / Searched Strings used in GeMARPTS	M365 E5 Unified w/o Audio conferencing sub per user, M365 E3 Unified Sub Per User, Defender Endpoint P2 SU Defender endpoint PI Per user, Entra ID P2 SU Entra id pl per user, M365 F3 FUSL Sub Per user, Defender Endpoint F2 Sub Per user, Entra ID F2 Sub Per user, Co-Pilot, Managed Service
	<p>Searched String: M365 E5 Unified w/o Audio conferencing sub per user</p> <p>Category not available on GeM for the text string uploaded by the buyer</p> <p>Searched String: M365 E3 Unified Sub Per User</p> <p>Screw Drivers as per IS 844, M S Angle (V2) As Per Is 808, ballistic goggles, Mechanically Woven, Double - Twisted, Hexagonal Wire Mesh Gabions, Revet Mattresses and Rock Fall Netting as per IS 16014, Picket Steel as per DGS&D Drawing, Precast Concrete Pipes (With And Without Reinforcement) (V2) As Per Is 458, Plain Washer as per IS 2016, Bonded Mineral Wool as per IS 8183, Overall Ground Crew (V2) (IAF), Automotive Vehicles - Retro - Reflective Sheets and Tapes (Traffic Safety) as per IS 14221</p> <p>Searched String: Defender Endpoint P2 SU Defender endpoint PI Per user</p>



<p style="text-align: center;">बिड विवरण / Bid Details</p>	<p>Category not available on GeM for the text string uploaded by the buyer</p>
<p>GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS</p>	<p>Searched String: Entra ID P2 SU Entra id pl per user Blockchain_Fintech Ver 2.0</p> <p>Searched String: M365 F3 FUSL Sub Per user</p> <p>Screw Drivers as per IS 844, Mechanically Woven, Double - Twisted, Hexagonal Wire Mesh Gabions, Revet Mattresses and Rock Fall Netting as per IS 16014, ballistic goggles, Precast Concrete Pipes (With And Without Reinforcement) (V2) As Per Is 458, Picket Steel as per DGS&D Drawing, Bonded Mineral Wool as per IS 8183, Stainless Steel Threaded Fasteners as per IS 1367(Part 14), Automotive Vehicles - Retro - Reflective Sheets and Tapes (Traffic Safety) as per IS 14221, Unplasticized Polyvinyl Chloride (PVC - U) Pipes for Soil and Waste Discharge System as per IS 13592, Handpump Sub - Assemblies (Deepwell Hand Pumps Components) as per IS 15500 (Part 3)</p> <p>Searched String: Defender Endpoint F2 Sub Per user End Point Protection Software / Appliances (V3)</p> <p>Searched String: Entra ID F2 Sub Per user End Point Protection Software / Appliances (V3)</p> <p>Searched String: Co-Pilot</p> <p>CO - Trimoxazole, Stationary Valve Regulated Lead Acid Batteries As Per IS 15549, Cold Start Pilot Kit, Carbon Monoxide (Co) Detector (V1), Muffle Furnace, Tubing Retrievable Pilot Lift Valve (Petroleum Industry), Rheostat Kit For Educational Purpose, Indicator lights or Lamps, CO2 Incubator, Automatic Milk Collection Unit with Milk Analyzer with Stirrer (KMF Co-op)</p> <p>Searched String: Managed Service</p> <p>Managed Database as a Service (Advance), Managed Database as a Service (Basic), Managed Services For Cloud (Beyond MeiTY List), ATM Replenishment and Managed Services, Internet Connectivity, Non IT Professional Service with Reverse Charge Mechanism, Non IT Professional Service (version 2), NIC Empaneled MSP For O&M of IT Infrastructure, Mechanized Laundry Service for Railways (BOOT Model), Security Operations Centre</p>
<p>अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification</p>	<ul style="list-style-type: none"> Office Suite Software (V3)
<p>बीओक्यू शीर्षक /BOQ Title</p>	<p>Microsoft M365 Licenses and Managed service</p>
<p>वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Exemption for Years Of Experience and Turnover</p>	<p>Yes Complete</p>
<p>स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years Of Experience and Turnover</p>	<p>Yes Complete</p>



बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
क्रेता के लिए उपलब्ध आईटीसी/ITC available to buyer	Yes
बिड का प्रकार/Type of Bid	Two Packet Bid
प्राथमिक उत्पाद श्रेणी/Primary product category	M365 E5 Unified without Audio conferencing sub per user
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	7 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
अनुमानित बिड मूल्य /Estimated Bid Value	79982063.07
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	ICICI
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ईएमडी राशि/EMD Amount	1600000
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	ICICI
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	6

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Executive Director (MM), CIL
Coal India Limited HQ, COAL INDIA LIMITED, Coal India Limited, Ministry of Coal
(Coal India Limited)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई खरीद वरीयता / MII Purchase Preference

एमआईआई खरीद वरीयता / MII Purchase Preference	Yes
मेक इन इंडिया विक्रेताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में है / Purchase Preference to MII sellers available upto price within L1+X%	20
मेक इन इंडिया खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MII purchase preference	50
सार्वजनिक खरीद (मेक-इन-इंडिया को प्राथमिकता) आदेश 2017 के अनुसार केवल क्लास 1/क्लास 2 के स्थानीय आपूर्तिकर्ताओं को ही भागीदारी की अनुमति है दिनांक 16.09.2020 (समय-समय पर संशोधित एवं लागू) / Allow participation only from Class 1/Class 2 local suppliers as per the Public procurement(Preference to Make-in-india) order 2017 date 16.09.2020(as amended and applicable time to time)	Yes, in compliance with the MII ORDER : DPIIT Order(as amended and applicable time to time)

एमएसई खरीद वरीयता/MSE Purchase Preference



एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	25

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.

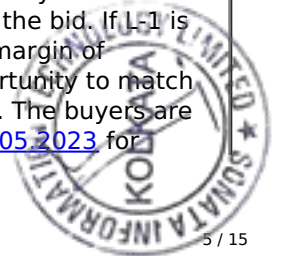
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.

3. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.

4. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.

5. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023. [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

6. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for



compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

8. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

M365 E5 Unified Without Audio Conferencing Sub Per User

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days



क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF- III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	50	45

M365 E3 Unified Sub Per User

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF- III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	250	45

Defender Endpoint P2 SU Defender Endpoint P1 Per User

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications



Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF-III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	250	45

Entra ID P2 SU Entra Id P1 Per User

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%



परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF- III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	250	45

M365 F3 FUSL Sub Per User

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF- III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	300	45

Defender Endpoint F2 Sub Per User

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications



Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF- III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	300	45

Entra ID F2 Sub Per User

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
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Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%



परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF-III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	300	45

M365 Co-Pilot Manager Sub Add On

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

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इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF-III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	20	45

Managed Service Along With One Time Implementation

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)



तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	100%

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Sundaram Mishra	700156,COAL BHAWAN, PREMISES NO.04,PLOT NO.AF-III, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT, KOLKATA	1	1095

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. Scope of Supply

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

3. Generic



Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

4. **Purchase Preference (Centre)**

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 25% of total value.

5. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

6. **Generic**

Bidder shall submit the following documents along with their bid for Vendor Code Creation:

- a. Copy of PAN Card.
- b. Copy of GSTIN.
- c. Copy of Cancelled Cheque.
- d. Copy of EFT Mandate duly certified by Bank.

7. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

8. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Coal India Limited
Account No.
10373629359
IFSC Code
SBIN0009998
Bank Name
State Bank of India
Branch address
CAG, Kolkata

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

9. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Coal India Limited



Account No.
10373629359
IFSC Code
SBIN009998
Bank Name
State Bank of India
Branch address
Kolkata

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

10. Buyer Added Bid Specific ATC

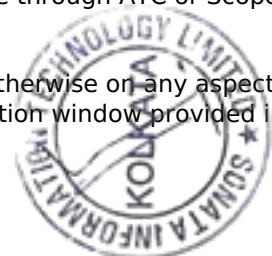
Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in



the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions](#)

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



Buyer Added Bid Specific
Additional Terms and
Conditions



PART I- ADDITIONAL TERMS & CONDITIONS (Technical)

1. Technical Specification & Scope of Work

Implementation of Microsoft-365 Office Suite as digital workspace solution for CIL

I. INTRODUCTION (ABOUT CIL)

Coal India Ltd (CIL) is the state-owned coal mining corporate came into being in November 1975. With a modest production of 79 million tonnes (MT) in its inaugural year of its inception. CIL today is the single largest coal producer in the world and one of the largest corporate employers with manpower of 239,210 (as on April 1, 2023). CIL functions through its subsidiaries in 83 mining areas spread over eight (8) states of India. CIL has 322 mines (as of 1st April 2023) of which 138 are underground, 171 opencast, and 13 mixed mines and also manages other establishments like workshops, hospitals, and so on. CIL has 21 training Institutes and 76 Vocational Training Centres. Indian Institute of Coal Management (IICM) as a state-of-the-art Management Training ‘Centre of Excellence’ – the largest Corporate Training Institute in India - operates under CIL and conducts multi-disciplinary programmes.

II. PROJECT BACKGROUND

CIL is undergoing a transformational change due to new emerging technologies, digital shift and new business models impacting the power value chain comprising of generation, distribution, and consumption of power. These new business models depend heavily on digital transformation for operation, sustainability, and growth. Continuation of CIL has to undergo a strategic business transformation aided by IT enablers and future CIL growth strategy demands IT to play a much deeper role in influencing enterprise business outcomes.

Microsoft 365 – an Enterprise cloud-based SaaS offering has been identified as one comprehensive solution providing numerous employee collaboration and productivity tools and rich application ecosystem seamlessly integrated with each other with built-in intelligent security and making these available to the users on devices of various form factors not only from inside the CIL network but also from Internet, thus increasing employee productivity and efficiency by great margin.

III. CURRENT INFRASTRUCTURE

- Currently 600 users at CIL HQ use endpoint devices with partial admin access.
- There is currently no on-premises Active Directory in place, and there are no plans to implement such infrastructure.
- CIL utilizes the NIC Mail platform and will continue to do so; therefore, there is no requirement to migrate to the Microsoft Exchange Online (M365) platform.

IV. BRIEF SCOPE OF WORK

The Bidder shall perform the following activities as per the scope of work outlined below, but not limited to:



1. Supply of SaaS (Cloud) based Microsoft 365 Services. (SaaS: -Software as a Service)
2. Configuration, Integration, Implementation, Training & Managed Support Services of SaaS (Cloud) based Microsoft 365 Services & other allied functionality/services with Security, (incl. Defender End Point).
3. Deploy M365 SaaS application/solution/services licenses & components as per the Financial Price Bid required on a yearly subscription basis for a duration of three (3) years.
4. M365 basic and advanced components, features and services for licenses are mentioned are specified in the Financial Price Bid.
5. Any additional functions, features and services provided in the future are subject to the original agreement.
6. Install and configure all service/application/components/clients on licensed user devices.
7. All the users to be created and configured in Azure Active Directory (Entra ID) in cloud-only mode.
8. CIL change management and adoption related activities such as publicity material, mailers etc. and provide Training for all the concerned is within the Scope of the bidder till the contract period.
9. Change Request and Management after Go-live are within the scope of the bidder under Managed Services Support. Accordingly, the bidder must quote the price for Managed Services for the duration of the contract.
10. Provide admin and user support services for three (3) years under Managed Support Services.
11. Any other activities required for the successful deployment, configuration of the licensed M365 components and achieving their full functionalities even if not explicitly mentioned in this document.
12. This Scope is intended for 600 users at CIL HQ only.

V. DETAILED SCOPE OF WORK

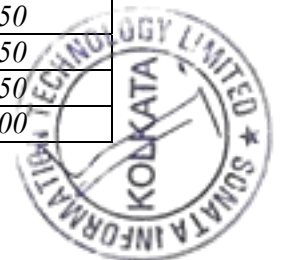
The scope of work for the proposed solution includes the **Supply, Configuration, Integration, Implementation, Training and Managed Support Services** of SaaS (Cloud)-based Microsoft 365 Services, along with other allied functionalities/services with Security. This also includes the provision of Microsoft 365 licenses as specified in the various line items of the Financial Price Bid on a yearly subscription basis. The scope covers the Deployment and Implementation of the proposed solution, along with Training and Onsite Managed Support Services post-implementation (after Go-live) for a period of three (3) years.

1. Supply of Microsoft 365 Licenses with Defender Security AND ENTRA ID:

- 1.1. Bidder shall supply M365 plans and their licenses under SaaS model for 3 years as listed in the below Table-1.

TABLE-1

<i>S. No.</i>	<i>Item Description</i>	<i>Qty</i>
1	M365 E5 Unified w/o Audio conferencing sub per user	50
2	M365 E3 Unified Sub Per User	250
3	Defender Endpoint P2 SU Defender endpoint P1 Per user	250
4	Entra ID P2 SU Entra id p1 per user	250
5	M365 F3 FUSL Sub Per user	300



6	<i>Defender Endpoint F2 Sub Per user</i>	300
7	<i>Entra ID F2 Sub Per user</i>	300
8	<i>Co-Pilot</i>	20

1.2. All the licenses provided by the bidder covered under the scope of work shall be in the name of CIL.

2. TRUE-UP/TRUE-DOWN MECHANISM:

- **True-Up:** Any additions of users will be provisioned retrospectively and invoiced from the month of provisioning.
- **True-Down:** Any deletion of users will be notified to the partner and OEM 60 days in advance of the Anniversary/Annual Subscription end date. True-Down adjustments will be de-provisioned/invoiced accordingly.

3. SECURITY REQUIREMENTS:

- The bidder is responsible for implementing and configuring the Security features available in the procured Licenses and to be configured as per best practice including **Azure Active Directory, Multi-Factor Authentication (MFA), Conditional Access, and Defender for Endpoint.**

4. TRAINING AND USER ADOPTION:

- **Administrator and End-User Training:**
 - The bidder will provide continuous training through periodic workshops, webinars, and knowledge-sharing sessions for both IT administrators and end-users.
 - Training on new feature rollouts and updates from Microsoft will be provided throughout the contract period, ensuring that all stakeholders remain up-to-date on the latest M365 tools and features.
- **Continuous Adoption Activities:**
 - The bidder will conduct weekly sessions on adoption activities, including virtual demos, user guides, and live training on M365 features such as Teams, OneDrive, Power Apps, and SharePoint.

5. CO-PILOT AI INTEGRATION:

- **Co-pilot** will interact with authorized data sources for compatible applications within M365 Services, based on permissions set by CIL.
- Data privacy controls will be applied to ensure that Co-pilot only accesses data approved for interaction.

6. MANAGED SUPPORT SERVICES:

- The bidder will provide ongoing managed services, including configuration, support, and monitoring of all M365 services.
- **IT Service Management (ITSM) Tool:**
 - The bidder will implement a dedicated ITSM tool to track incidents, manage support requests, and provide real-time updates. CIL IT personnel will have access to the issue-tracking portal, allowing them to monitor progress in real time. Or we can use the tracking tool used by the bidder for tracking of tickets.
- **Escalation Matrix:**



- An escalation matrix will be established, detailing the process for escalating unresolved issues to higher levels of support, including coordination with Microsoft if necessary.

7. MONITORING AND REPORTING:

- The bidder will provide detailed reports on M365 usage, including network consumption, user activity, and **Defender for Endpoint** performance.
- Monthly reports on data consumption, usage statistics, and security incidents will be shared with **CIL** to ensure transparency and effective monitoring.

8. RESIDENT ENGINEER ON-SITE:

- The bidder will deploy a **Resident Engineer** at **CIL** Headquarters for on-site support, ensuring that day-to-day issues are resolved promptly.
- The Resident Engineer will be certified as **Microsoft 365 Endpoint Administrator Associate** or **Microsoft 365 Administrator Associate**.
- The engineer will work in coordination with **CIL** IT personnel and escalate issues to Microsoft's 24/7 helpdesk as needed.

9. PROJECT MANAGEMENT AND SOLUTION ARCHITECTURE:

- A **Delivery Project Manager** with over 5 years of experience will be assigned to manage and coordinate the entire project.
- The Project Manager will be the single point of contact during the contract period, responsible for overall project delivery, coordination with OEMs, and troubleshooting critical issues.
- Regular review meetings between **CIL**'s IT team and the bidder's Project Manager will be held to assess the project's progress.

10. SLA PENALTIES:

- Penalties will be enforced for any **SLA breaches**. For every failure to meet the SLA targets, the bidder will incur a penalty deduction from the quarterly payment.
- The penalties will escalate if issues are not resolved within the specified SLA timeframe, including coordination with the OEM for critical issues that require immediate attention.

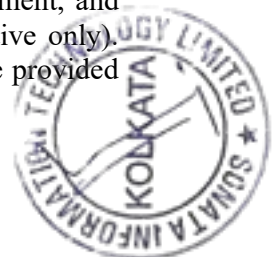
The Purchaser reserves the right to increase or decrease the quantity to be ordered by up to 25 percent of the bid quantity at the time of contract placement. The Purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the contract period at the contracted rates. Bidders are required to accept the orders accordingly.

11. MANAGED SERVICE

The Bidder shall have to perform the following activities as per the scope of work given below, but not limited to:

11.1 ONE-TIME IMPLEMENTATION AND GO LIVE

The implementation includes the installation, configuration, integration, deployment, and commissioning of the major services/components/features listed below (indicative only). However, all M365 basic and advanced components/features available under the provided



licenses/plans must be deployed, installed, and configured in the cloud and will be part of ongoing managed services.

1. Installation and configuration of **Azure Active Directory (AAD)** for AAD users.
2. Installation and configuration of **Microsoft 365 Desktop Apps** for licensed users.
3. Install **Microsoft Apps for enterprise** on end users' machines.
4. Install **M365 Desktop Apps** such as Office, Teams, OneDrive, etc., on end users' machines and share the SOP for the process and configuration of end-user systems. The bidder should resolve problems faced by the users and the **CIL** IT team.
5. Configure policies to enable **Single Sign-On (SSO)** for authentication on compatible M365 apps.
6. Install apps on common PCs/meeting rooms as required by **CIL**.
7. The bidder shall configure automatic syncing of user documents and folders to **OneDrive**.
8. The bidder shall submit an operational plan for managed services and the escalation matrix for the bidder.
9. The bidder shall configure secure defaults for security services offered within each license type, following industry best practices.

11.2 ONGOING ACTIVITIES WITHIN THE BIDDER'S SCOPE DURING THE CONTRACT PERIOD

The bidder shall also assist in enabling or disabling features as per **CIL**'s requirements during the contract period, which are covered under managed support services. The scope listed below is not exhaustive, and the installation, configuration, integration, deployment, and commissioning of any features/components specifically to the current BOQ not specifically mentioned does not exclude them from the bidder's scope.

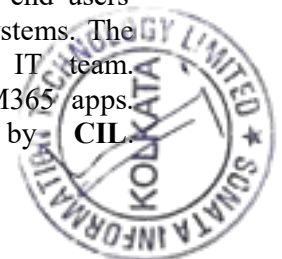
The bidder shall engage Microsoft FastTrack services to configure the M365 suite and services. This is within the scope of work and at no extra cost to **CIL**.

The bidder shall comply with all **CIL**/Government of India policies, including those from CERT-In/MeitY, SEBI, and any other regulatory requirements (including policy changes or revisions).

The bidder shall configure baseline compliance as per international standards, such as NIST and ISO/IEC, in consultation with the OEM and **CIL**.

11.3 OTHER ALLIED FUNCTIONALITIES/SERVICES FOR Microsoft 365 E3 and the Security features available in the procured Licenses is to be configured as per best practice:

- i. Installation and configuration of **Microsoft 365 Desktop Apps** for licensed users.
- ii. Install **Microsoft Apps for enterprise** on end users' machines at all locations.
- iii. Install **M365 Desktop Apps** such as Office, Teams, OneDrive, etc., on end users' machines and share the SOP for the process and configuration of end-user systems. The bidder should resolve problems faced by the users and the **CIL** IT team.
- iv. Configure policies to enable **SSO** for authentication on compatible M365 apps.
- v. Install apps on common PCs/meeting rooms as required by **CIL**.



vi. The bidder shall configure automatic syncing of user documents and folders to **OneDrive**.

11.4 INSTALLATION AND CONFIGURATION OF MICROSOFT TEAMS FOR LICENSED USERS:

1. Installation of **Microsoft Teams** on all end-user machines and mobile devices (laptops/iPads, etc.), along with sharing the SOP for the process and configuration.
2. Configure **Teams** admin settings and policies in line with **CIL**'s security and privacy policies (including future policy changes).

11.5 DEPLOYMENT OF VIVA ENGAGE AND STREAM:

1. Configure **Viva Engage** as per **CIL** requirements, including branding.
2. Configure **Viva Insights** (personal insights) and **Viva Connections**.
3. Integrate knowledge transfer for the storage and broadcast of event recordings through the **Stream** platform (storage is based on the number of licenses purchased).

11.6 M365 MONITORING AND REPORTING:

1. The bidder will provide access to all standard reports available on the **M365 Portal** for monitoring and reporting.
2. Sample reports include:
 - **M365 Service Dashboard-based Monitoring**
 - Monitor user activity through reports
 - Monitor usage analysis
 - Enable usage analysis
 - Administrator audit logs
 - Message trace

11.7 OTHER REQUIRED ALLIED SERVICES:

1. Suggest optimization requirement for **CIL**'s network according to best practices to ensure the best end-user experience, in collaboration with **CIL**'s IT team.
2. Deploy all **M365 E5** features for OneDrive, Teams, etc.
3. The bidder is required to perform customization/Change Requests (CRs) of the implemented solution after Go-live, as per **CIL**'s requirements under managed support services throughout the contract period.
4. Configure **patch management** and **device management** via **Intune** for all eligible devices.
5. Configure policies for **BYOD** devices.
6. Run the **M365 Deployment Readiness Tool** to address any issues in the environment.
7. Conduct a **M365 Security Assessment** through secure score activity and provide remediation suggestions.

11.8 Preparation, Setup, Configuration, and Implementation of Microsoft 365 Security Services

11.8.1 AAD (Entra ID) Integration with Microsoft 365



1. Check the Tenant details of the destination M365 with the domain verified.
2. Setup of new M365 tenant for CIL and map the licenses to it or map the licenses with existing tenant as per discretion of CIL.
3. Bidder has to configure, maintain and support the Azure Active Directory (AAD) (Entra ID) as Primary **authentication platform** as per latest OEM best practices with security to all employees/devices of CIL (i.e., in addition to proposed licensed M365 users) till the contract period.

11.8.2 Installation and configuration of Azure Active Directory for AAD users.

1. Deploy all the Users in Workgroup.
2. Configure Multi-Factor Authentication & Conditional access for Microsoft365 apps.
3. Configure SSO for compatible Microsoft applications like SharePoint & OneDrive (SSO on compatible browser).
4. Enable self-service password reset capability for all eligible users.
5. Configure Privileged Identity Management and Identity Protection policy for Microsoft 365 E5 users.
6. Configure sign-in and account risk policies with automatic remediation and/or actions like limit user/block user/enforcing password reset/re-initiate MFA.
7. Implement risk-based conditional access policies to protect user accounts and resources from malicious attacks.

11.8.3 Install and Configure SSO and MFA

1. Configuration of MFA (Multi-Factor Authentication), Conditional access and SSO (Single Sign-On) for M365
2. The SSO shall be available for compatible browser-based applications for all Windows OS types including Professional and enterprise version.
3. Multi factor Authentication shall include Various factors like Call, OTP (SMS), App notification, App soft token, biometric (when supported by the mobile device using Microsoft Authenticator app) provisioning of SMS delivery/Gateway shall be in bidder's scope without any additional cost to CIL till contract period.

11.8.4 Installation and configuration Microsoft Intune for Intune Users

1. Configure Intune Mobile Device Management (MDM) and Mobile Application Management (MAM) for all BYOD Devices enabling: -
 - Support a diverse mobile environment and manage iOS/iPad OS, Android, Windows, and MAC OS devices securely.
 - Make sure devices and apps are compliant with CIL security requirements.
 - Create secured by default policies that help keep CIL data safe on organization-owned and personal devices.
 - Use of a single, unified mobile solution to enforce these policies, and help manage devices, apps, users, and groups.



- Protect CIL information by helping to control the way employee accesses and shares his/her data.
2. Configure Intune and Mobile Application Management (MAM) for all BYOD Devices with information to the users enabling the following App management functionalities.
 - Add and assign apps to devices and users on Intune enrolled devices.
 - Assign apps to devices not enrolled with Intune on Smartphone/Tablet devices.
 - Use app configuration policies to control the start-up behavior of apps.
 - Protect company data in apps with app protection policies.
 - Remove only corporate data from an installed app (app selective wipe).
 - Optional installation of devices from the Company Portal (available installation).
 - Apps from a store
 3. Create App protection policies for devices.
 4. Configure Device Compliance Policies and device configuration profile.
 5. Configure Device guard, Application guard, and exploit guard policy for Windows 10/11 Enterprise.
 6. Configure and activate available security features on licensed devices.
 7. Configure and deploy Bit locker policy on Windows 10 or Windows 11 machines.
 8. Configure Intune edition upgrade profile for all BYOD Devices. Configuration allows users to upgrade the edition of Windows on their personal devices managed by Intune
 9. Configure MDATP (Microsoft Defender for Endpoint) on boarding policy for Windows and Mac endpoints for eligible users with valid licenses.
 10. Setup Device enrolment policy for all eligible users.
 11. Deploy policies on all smartphone/tablet /BYOD devices licensed for the subscription.
 12. Setup Device enrolment policy for all eligible users.
 13. Management Dashboard/Portal of OEM shall be provided for enrolment/configuration of devices/polices & management.
 14. Deployment Handover and Knowledge transfer session with SOPs, relevant documents etc. as per requirement of CIL.

11.8.5 Microsoft Information Protection

1. Configure labels for manual and automatic document classification.
2. Configure Azure Information Protection (AIP) Policies, keywords, defined PII data, and regex patterns for AIP users for the compatible applications.
3. Configure AIP policy for manual document classification for AIP users for compatible document types.
4. Deploy Azure Information Protection UL client on supported platforms for all licensed users.
5. Deploy AIP Scanner for classification of files stored in File Servers (Windows-based only)
6. Set up permissions for admins.
7. Set up custom SITs (Sensitive Information Types) as per the detection requirements
8. Enable labelling in SharePoint and OneDrive if not enabled by default.
9. Set up custom ML-based classifiers for sensitive content for E5 users.
10. Create and Publish Labels: Identify data classification requirements and create the required sensitivity labels.



11. Create and Publish Labels: Restrict access to content by using sensitivity labels to apply encryption.
12. Create and Publish Labels: Restrict access to content by using sensitivity labels via rights management.
13. Create and Publish Labels: Set up auto-label policies to enable automated recommendations for labelling based on content detection.
14. Use sensitivity labels with Microsoft Teams, Microsoft 365 groups, and SharePoint sites.
15. Use sensitivity labels to set the default sharing link for sites and documents in SharePoint and OneDrive.
16. Auto classification based on keyword/regex for E5 users.

11.8.6 Installation and configuration of E5 Components

1. Installation and configuration of Microsoft Defender for Cloud App (Microsoft Cloud App Security) users

- Configure Cloud App Security policy like copy paste block, PII document on OneDrive and SharePoint.
- Configure upload & download document policy for MCAS (Microsoft Cloud App Security) users.
- Configure alert and notification of any policy violation to Admin.
- Deploy Cloud App Security Policies for MCAS users- shadow IT discovery with MDATP, API integration with Office 365 Apps for activity and file monitoring and sessions controls.

2. Installation and configuration of Microsoft Defender endpoint Plan 2.

- Configure supported devices such as Windows 11 Ent, Mac OS or Mobile OS if supported in future for MDATP Users.
- Configure MDATP policy for MDATP users.
- Integrate MDATP with Intune, Cloud app security.
- Making available role based Out of the box reports and dashboards.

11.8.7 Upgrade Windows 10/11 Pro to Windows 11 Enterprise for License users

1. Upgrade eligible/compatible Windows machines to Windows 11 Enterprise as per license eligibility and share the SOP of the process.
2. Configure Device Guard/credential guard policy on Windows 10/11 Enterprise machines through Intune.
3. Configure Windows Hello/password less biometric authentication for supported hardware devices for the designated users.
4. CIL will ensure that the original Windows OS is installed on the devices before proceeding with the OS upgrade on the designated devices.

11.8.8 Installation, Setup and configuration of DLP for M365

1. Configure DLP for compatible M365 Applications
2. Create sensitive information types.
3. DLP policies implementation as per the best practices.



4. Create reports, weekly and monthly as per report generation schedule provided by MS.
5. Prepare SOP to create DLP policies.

11.8.9 The following minimum specification and features of M365 E3 with E5 Productivity Apps:

a. Microsoft 365

1. Microsoft 365 Apps for enterprise Install Office client apps—Word, Excel, PowerPoint, OneNote (PC only), and Access (PC only) - on up to five PCs or Macs, five tablets, and five smartphones per user.
2. Office on the web Create, share, and collaborate with Office on the web.
3. Exchange – 100 GB Primary email Box with 1.5 TB auto archiving and legal hold Work smarter with business-class email and calendaring.
4. Microsoft Teams Chat, meet, share files and work with business apps within a shared workspace.
5. Viva with enterprise social networking.
6. Office for mobile Use Office apps designed for Windows mobile devices and tablets.
7. Outlook Connect and stay organized with email, calendar, and contacts all in one place.
8. Bookings Simplify how customers schedule and manage appointments.
9. SharePoint Share and manage content, knowledge, documents and applications to empower teamwork.
10. Microsoft OneDrive for work – 1 TB/User Access, share and collaborate on files from anywhere.
11. Microsoft Stream Engage and inform with intelligent video.
12. Power Apps - Build the business apps you need and extend or customize the apps you already use and should integrate with any compatible 3rd party on-premise or cloud solution or ERP like Oracle or database like PostgreSQL/MySQL/MS SQL Server.
13. Power Virtual Agents for Teams Respond to business needs with custom chatbots for Teams.
14. Microsoft Planner Organize teamwork with intuitive, collaborative, visual task management.
15. Microsoft 365 Admin Center Manage applications, services, data, devices and users across your Microsoft 365 services.
16. Microsoft Lists Stay on top of it all with Microsoft Lists, the smart information tracking app.
17. Sway Create visually striking newsletters, presentations, and documentation in minutes.
18. Power Automate for Microsoft 365 Make repetitive tasks easy with workflow automation.
19. Dataverse for Teams Build with confidence on a low-code database for Teams.
20. Microsoft To Do Plan your day and manage your life.

b. Advance Security & Compliance:



1. Microsoft Security and Compliance Centre Monitor your overall compliance posture, review recommended actions and configure settings to meet complex compliance obligations.
2. E-discovery and retention find relevant data with basic organization-wide or location-wide retention policies, Teams retention policies, core e-discovery and litigation hold.
3. Microsoft Defender Antivirus: Protect your organization against sophisticated attacks such as phishing and zero-day malware.
4. Data Loss Prevention for exchange online and files Identify, monitor, and help protect sensitive items automatically by using deep content analysis for compatible M365 Applications.
5. Microsoft Defender Antivirus: Use a cloud-based solution that helps protect your organization's identities from multiple types of advanced targeted cyberattacks.
6. Microsoft Defender for Cloud Apps View apps used in your organization, identify and combat cyber threats and monitor and control data travel in real time.
7. Information protection and governance Identify risks by locating data and understanding how it is used. Help safeguard data where it lives by configuring protection and retention labels.
8. Insider risk management Use native and third-party signals with built-in privacy controls to identify, investigate, and remediate malicious and inadvertent activities in your organization.

c. Windows Endpoints:

1. Windows for Enterprise Powerful for employees. Consistent for IT. Secure for all.
2. Credential Guard Protect derived domain credentials.
3. Device Guard Help prevent malicious code from running by ensuring only known good code can run.
4. Endpoint Analytics Review and monitor an extensive amount of data about the state of devices in your deployment.
5. Microsoft Endpoint Configuration Manager Deploy software, protect data, monitor health, and enforce compliance across all devices in your organization within a unified management console.
6. Windows Hello Sign in to laptops, tablets, devices, or apps fast and password-free.
7. Direct Access Connect remote users without the need for traditional Virtual Private Network (VPN) connections.
8. Microsoft Defender Antivirus Protect against software threats like viruses, malware, and spyware across M365 apps, other compatible apps, the cloud, and the web.
9. BitLocker Prevent threats of data theft or exposure from lost, stolen, or inappropriately decommissioned computers.
10. Windows Autopilot Simplify the way devices get deployed, reset, and repurposed, with an experience that is zero touch for IT.
11. Windows Information Protection Protect enterprise apps and data against accidental data leaks on enterprise and personal devices.

d. Device Management and Security

1. Azure Active Directory Premium 1 & Enhance security, simplify access, and set smart policies with a single identity platform.



2. Mobile device management Manage company security policies and business applications, while helping maintain users' privacy on their personal devices.
3. Microsoft Intune Enable your workforce to be productive on all their mobile devices, while helping to keep your organization's information protected.
4. Microsoft Secure Score Increase your visibility and control over your organization's security posture with a centralized dashboard.
5. Microsoft Defender for Endpoint A unified endpoint security platform for preventative protection, post-breach detection, automated investigation, and response.
6. Azure Information Protection Plan 2 Discover, classify, label, and protect sensitive documents and Exchange online emails for E5 users.

11.8.10 Documentation and Training for Administrators/IT Officials & End-user Adoption

1. Documentation:

The Bidder shall maintain the following documents shall not limited to:

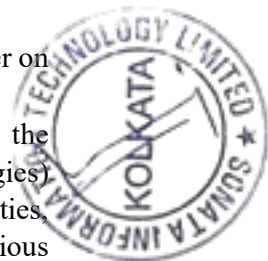
- Project Plan with detailed milestones
- The selected bidder to provide AS-IS & TO-BE which includes Solution Technical Architecture for the solution after.
- Documents on Solution Overview, Functional & Flow level, Overall Network flow, Implementation, Integration & Configurations, Cyber System Provisions of M365 Suite with E5
- Testing/UAT Documents
- Standard Operating Procedures (SOPs) of implemented M365 Suite with E5
- Configuration Document of M365 Suite with E5
- SOPs & Operations Plan for Managed Services on Post Implementation
- Escalation Matrix of Bidder and OEMs
- Exit Plan

All the above document shall be shared with CIL on request/ during exit management.

12. Training for Administrators/IT Officials & End-user Adoption:

a) Training for Administrators/IT Officials on M365 - Suite with E5 and Co-Pilot:

- The bidder should provide IT Administrator level onsite training on all components of M365 - Suite with E5 and Co-Pilot to the CIL's Administrators/IT Officials (Max.10 officials).
- All cost for conducting the IT Administrator training incl. material & relevant documents (Soft Copy) on M365 - Suite with E5 and Co-Pilot all components are included in the scope of the bidder.
- Timeline for Administrator training shall be finalized with the successful bidder on mutually agreed dates as per Training Plan submitted by successful bidder.
- The selected bidder shall provide full day Administrator training session to the designated officials of CIL, through Microsoft's Certified (relevant technologies) professional on the installation, configuration, operation, functionalities, maintenance, troubleshooting, support & administration for the various



components of the proposed solution (M365 – Suite incl. Power-BI with E5 and Co-Pilot all components).

- Bidder should provide SOP documents for all above service of M365 with E5
- Day to day IT Administrator level remote training session on the M365 components with E5
- Continuous adoption activities to be performed by the bidder
- Bidder should provide any other document relevant for the completion of the contract at no extra cost to CIL.

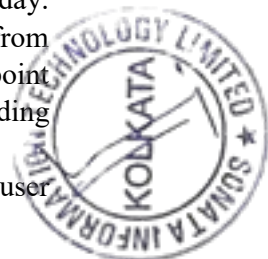
b) Training for End Users adoption on M365 - Suite with E5 and Co-Pilot:

- The bidder should provide End User Level onsite/remote training on all components of M365 - Suite with E5 and Co-Pilot to all Licensed Users of CIL.
- All cost for conducting the trainings & soft copy materials are included in the scope of the bidder.
- Timeline for End User level training shall be finalized with the successful bidder on mutually agreed dates as per Training Plan submitted by successful bidder.
- Conduct adoption activities (including but not LIMITED to virtual demo/virtual trainings/workshops/emailers/e-posters) for CIL end-users on weekly basis for all Microsoft365 services including but not LIMITED to Office desktop/mobile apps, Teams, OneDrive for Business, Stream, Yammer, Forms, Power BI, SharePoint Online, Windows 10 Enterprise various end user features like BitLocker, Intune, AIP, AAD, AAD App Proxy, E5 components.
- Day to day end user level remote training session on the all M365 user level components incl. E5 and their usages and features for all the users immediately after Go-Live. Bidder shall schedule the appropriate batch size for training in consultation with CIL.
- End user level remote training session on all M365 user level components incl. E5.
- Continuous adoption activities as per the current BOQ to be performed by the bidder as per requirement of CIL.
- Bidder should provide any other document relevant for the completion of the contract at no extra cost to CIL.

13. Bidder shall provide on-premises/onsite support service by posting resident manpower at CIL HQ (Kolkata).

13.1 Resident Engineer for Support

- 1) To resolve the day-to-day operational issues and to support the end users of CIL, Vendor will deploy at least One (1) number of resident manpower at CIL site to manage end user support on all working days of CIL, except Saturday, Sunday and public holiday. The manpower shall include 1 person in General Shift (9:30 AM to 6:30 PM) from Monday to Friday. If required/necessary/emergencies, Microsoft 365 Endpoint Administrator Associate Engineer should be available on extended shifts including Saturday, Sunday and public holiday at no extra cost to CIL.
- 2) Onsite Resident Engineer for End User Support shall be responsible for handling user logged complaints/incidents, respond to user and to resolve the issues.



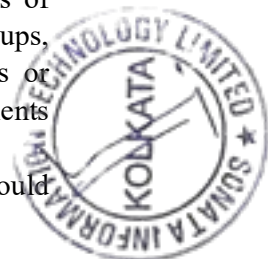
- 3) The Resource(s) (Resident Engineer) **should be Certified for Microsoft 365 Endpoint Administrator Associate or Microsoft 365 Administrator or Microsoft 365 Certified Security Administrator Associate** and the Resource(s) (Resident Engineer) should have prior experience of managing M365 deployment for a minimum of 3 years. The bidder should deploy bidder's on-roll full-time/regular manpower and provide the CV of such resource should be certified by Bidder's HR along with the bid.

14 The high-level scope of work for this resource will be as below,

1. Standard incident support for M365 including SSO, EMS, MS Teams, etc.
2. Understanding of M365 features and services including E5 and other compatible M365 Applications.
3. Managing Day to day operations and support.
4. Assess and advise changes on CIL's M365 infrastructure.
5. Help CIL to follow the M365 best practices.
6. Understanding and Hands-on over the Microsoft Enterprise Mobility and E5-Security Service.
7. Understanding of Windows 11 Enterprise support.
8. Hands-on over Windows Defender services.
9. End user support.
10. End User device OS Patching using patching tool (Intune).
11. Remote support to other site end users.
12. Bidder shall be responsible for timely and successful patching of all identified end user devices running Windows 11 Enterprise OS as per CIL IT policy

15 Common activities

1. The bidder shall configure features and other services subscribed by CIL as per requirement during the contract period at no extra cost.
2. Escalation Matrix up to country head level should be in place and provided to CIL.
3. Bidder shall deploy its technical team i.e., Resident engineer at CIL premises for minimum three (3) years.
4. Bidder shall extend shared remote Engineers for escalation and unresolved issues.
5. The onsite resource shall be responsible for configuration, operation, support, maintenance and troubleshooting of M365 services including but not LIMITED to creation/ disable/ modification of user, group creation and modification, enable/disable various permissions etc. The onsite resource shall address the issues related to all facilities and services as part of the proposed solution except email and other 3rd party application and services and provide a solution till the contract period at no extra cost to CIL.
6. The onsite resource shall be responsible for managing day-to-day operations of M365 within the organization. This may include adding new users, creating groups, setting permissions, troubleshooting issues etc., deployment of new features or functionality after testing, overall managing & reporting of all services/components included in the Project, till the contract period at no extra cost to CIL.
7. Team deployed by the Service Provider to maintain the implemented solution should be competent and proficient.



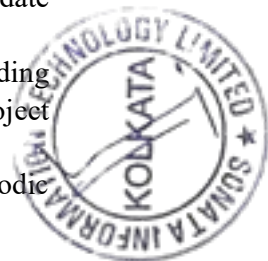
8. Engineers should be experienced professional, having excellent communication skills. CIL IT team may take interview/review of the engineer (s) before being posted in CIL office. This process will be followed in case engineer(s) is replaced during the contract period.
9. Bidder should give one-month notice in advance in case of replacement of any deployed manpower, with minimum 3 weeks of handholding to the replacement.
10. Apart from holiday, monthly two-days leave shall be permitted for Support Engineer. However, suitable backup engineer(s) should be deployed in place of long leave.
11. The support person(s) shall have to provide services in odd hours including holidays as per special requirements (during emergency and requirement of CIL) with no additional cost to CIL.
12. In addition to the on-premises End User Support, Microsoft's on-line Help Desk should also be accessible 24x7x365 to all CIL users through online support, E- mail and Telephonic Support and SLA as per Microsoft license agreement shall be applicable. CIL on-premises support and helpdesk shall in no way absolve OEM of its support services included in the Solution as per the license.
13. CIL administrators may ask for assistance on urgent basis from OEM to resolve critical issues, Project manager assigned for CIL by the successful bidder, shall assist and coordinate with OEM for such cases including his other responsibilities for the contract.
14. The bidder has to perform installation/configuration/deployment for all in-scope services specified above for CIL users' licensed devices either at CIL IT desk or remotely.
15. The bidder has to provide ongoing support for all in-scope services specified above to all licensed CIL users' - and their devices - office devices as well as personal and home devices that run M365 to enable remote working.
16. Escalation Matrix should be in place and provided to the CIL at the start of contract.
17. The bidder should also have an integrated service desk portal for raising user queries/ tickets and real time updates.
18. The bidder should have the ability to generate SLA and MIS reports periodically e.g. volume of call per day, resolution percentage, categories of the issues etc. for which calls/ mails/ tickets are received.
19. Bidder shall provide a Service Health Dashboard report.
20. Since large number of call requests is expected during rollout period, the help desk should initially be manned by additional resources for 90 days.
21. Issues pertaining to CIL Network and hardware viz. Desktops/ Mobile devices/on-premises server of CIL will be out of the support SLA and will be CIL's responsibility to the extent support for the issues being restricted to only Hardware / CIL network.
22. Service Provider shall have Back-to-back support arrangement with the Microsoft for all Services / Components mentioned in Financial Price Bid & Scope of Work and it would be the responsibility of the Service Provider to co-ordinate with Microsoft for early resolution of issues for the entire term of the contract.
23. Background check & NDA (Non-disclosure Agreement) for Support and Managed Services resources:



- The successful bidder shall provide a declaration that background verification has been carried out successfully without any adverse finding for all the Support and Managed Services resources proposed to be deployed at CIL.
 - All the resources being deployed at CIL have to sign the NDA (Non- Disclosure Agreement) as per format provided by CIL.
 - The bidder and the deployed resources need to ensure that no data/information of CIL goes out or be made public and bidder is liable for any leakage of data.
24. No extra payment will be made to the vendor for deployment of extra resources required to meet desired support and also to meet the SLA.
 25. During Managed Support Services, the deployed onsite team/bidder has to perform all tasks assigned by CIL including Change Management, Customizations of the Solution, Change Requests (CRs), Updation/Upgradations, Configurations, Installations, Integrations, development, documentations, deployment, CRUD operations, Power BI, Microsoft teams/ OneDrive related operations/support, onsite support/help at any CIL site offices/Officers level/Camp offices/Project offices, etc., till the contract period at no extra cost to CIL .
 26. In case, the deployed onsite team/Engineers are unable to address/ resolve/ attend/mitigate the issue in the defined timeline of CIL, then the offsite expert team of the bidder should provide support to onsite team (or) address/ resolve/ attend/mitigate the issue (or) with the support from OEM in time bound manner. Bidder should resolve all critical issues in time bound manner as defined by CIL.
 27. All IT Security Vulnerabilities/Attacks should be mitigated and resolve by the bidder (or) with the support from OEM's IT Security.
 28. In addition to Financial Price Bid items, bidder has to supply & implement any other required items like Hardware, Software (System, Application, Database), Licenses at CIL (Onsite) during managed support services on post implementation of Microsoft 365 Suite E3 with E5, Power BI, M365 Apps-Office/OneDrive/Teams/etc., any required services like device management, configuration management, Inventory Management, OS Image deployment, etc., are in the scope of bidder.
 29. Bidder shall also perform Preventive Maintenance, Comprehensive Warranty/Maintenance, Repair/Replacement of Faulty Parts / Equipment provided by the bidder, provide any Addition/Deletion of Items (Hardware/Software/Licenses) during managed support service period and any other services/facilities as per requirement of CIL at no extra cost till the contract period.

16 Project Management and solution Architecture

1. Successful bidder shall appoint a Delivery Project Manager with minimum 5 years of experience, to manage and coordinate the entire project starting from project kick-off date till validity of the contract period.
2. Project Manager would be the single point of contact during the contract period regarding all issues pertaining to the project including service and help desk. The details of project manager shall be provided on project Kick off date.
3. Project manager shall be present onsite, if required, to resolve critical issues or periodic review meetings.



4. The bidder should carry out the Entire project management in consultation with OEM and CIL to ensure timely and quality delivery of the Project.
5. Successful bidder must submit a Solution Document as per the Best Practices of Microsoft along with technical bid before start of the project which shall include but not LIMITED to:
 - Project Plan with detailed milestones to be provided by selected bidder.
 - Bidder has to plan & follow the Project Management structure. Regular review meetings between Bidder's Project manager/team with IT In-charge of CIL and the team on the overall progress, any risks/blockers identified, any dependencies, support required from CIL with respect to Project implementation and post-implementation support.

17 24x7 Managed Service Desk (MSD)

1. Managed Service Desk is the primary point of contact for all incidents and service requests and acts as fall back to the onsite resources, MSD team is equipped to provide quick response, categorization of the incidents and SOP based basic support. MSD can serve service requests and in case required can loop in correct technical resource in time.
2. Support window means the availability of support personnel to respond to CIL LIMITED request and support the CIL troubleshooting the issues. The support window will be 24 X 7 i.e. 24 hours a day, 7 days a week.

18. 24x7 Network Operations Centre (NOC)

1. OEM should operate NOC & should be available 24X7 to monitor and extend operational support for the incidents raised due to the degraded or no services of M365 Suite on the CIL IT infrastructure. All remote monitoring and support will be provided from NOC.
2. **Network Monitoring Requirements for accessing Microsoft Cloud Services:**
 - Network bandwidth is a key component in providing cloud services to the users. Most of the user would be accessing the Cloud services from CIL Network. Accordingly, to provision adequate network resources, the bidder shall submit the tentative network bandwidth requirement for the cloud services offered under this solution for optimal experience.
3. **Optimum Utilization of Network resources:**
 - The successful bidder shall take necessary steps for the optimized working of the M365 Solution. This Activity should be done every 6 months & report thereof be shared with the CIL networking team. The calculation shall provide breakup of bandwidth usage for the cloud applications such as TEAMS, OneDrive, SharePoint, Stream etc.
4. **Reporting:**
 - M365 admin reports regarding network containing the usage of cloud services and network related logs shall also be made available to CIL network team along with the following statistics.
 - Total data download/upload in each application (TEAMS, Stream, SharePoint, OneDrive, etc.).
 - Top 10 users consuming the data on weekly basis in CIL network.
 - Number of users who have accessed and not accessed the Cloud services in the quarter.
 - Defender for End Points reports (Monthly Status)



19. Resident Engineer / Help Desk Support

1. Resident Manpower Deployment

- To address day-to-day operational issues and support end users at CIL HQ, the vendor will deploy at least one resident engineer to manage 24x7 help desk support, including Saturdays, Sundays, and public holidays, if required.

2. 24x7 Support Requirements

- Continuous 24x7 support, including weekends and public holidays, will be maintained by deploying an onsite L1 support engineer.

3. Responsibilities of the Onsite Help Desk

The onsite help desk team will:

- Handle user-logged complaints/incidents, respond to users, and resolve issues.
- Perform installation, uninstallation, reinstallation, configuration, diagnostics, ticketing, issue resolution, and ticket closure.
- Provide support for various M365 components and any other tasks assigned by the Engineer-in-Charge (EIC).

4. Resident Engineer Replacement

- In case of the Resident Engineer's absence, a qualified replacement will be provided. If a replacement is not arranged, a penalty will be imposed on a per-day basis for the period of absence.

5. Resident Engineer Qualification

Experience: Minimum of 2 years of post-qualification experience in IT/ITES/IT Support.

Qualifications:

- **Diploma in Computer Science**, Electronics & Communication (E&C), IT, or a similar technology field, with knowledge of M365 solutions and their components, plus M365 Certification.

OR

- **BE / B.Tech / MCA or equivalent degree** with knowledge of M365 solutions and their components, plus M365 Certification.

Offsite Support Team Requirements

The vendor shall provide a list of team members responsible for project implementation and offsite support, including a Project Manager and support specialists with relevant certifications, as outlined below:

Sr. No	TITLE	CERTIFICATION
1	Project manager	Microsoft Certified: Project Management Professional (PMP)
2	Microsoft 365 Administrator	Microsoft Certified: Enterprise Administrator Expert
3	Security Specialist	Microsoft Certified: Security Administrator Associate



4	Endpoint Administrator	Microsoft Certified: Endpoint Administrator Associate
5	Compliance Specialist	Microsoft Certified: Compliance Administrator Associate

2. Manufacturer's Authorization

The bidder should be either OEM i.e. Microsoft or OEM (Microsoft) authorized Solution Provider / Partner / Reseller, eligible for signing direct Microsoft Enterprise Agreement.

Wherever such authorized Agents are submitting the bid, a Bid specific Manufacturer's Authorization Form (MAF) / Certificate mentioning the Bid Ref No. & Date and validity of such authorization with OEM details such as name, designation, address, e-mail Id and Phone No. is required to be furnished along with the bid.

CIL will have the right to verify the Manufacturers Authorization Form (MAF) / Certificate, submitted by the authorized agent with the OEM.

The term 'Agent' broadly includes Distributor, Dealer, Channel Partner etc.

- Bidder must provide confirmation that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in the bid process. Self-certified Letter of confirmation towards the above is to be submitted by the bidder on Bidder's letter head.

4. Banned or Delisted or Debarred or 'Put on Holiday' Suppliers

The bidder as well as the manufacturer (if bidder is not the manufacturer) should submit a declaration that they have not been banned or de-listed or debarred or 'Put on Holiday' by any Government or quasi-Government agencies or PSUs. If a bidder and/or manufacturer has been banned or delisted or debarred or 'Put on Holiday' by any Government or quasi Government agencies or PSU, this fact must be clearly stated and it may not necessarily be a cause for disqualifying them. If this declaration is not given, the bid will be rejected as non-responsive. In this respect, the bidder/manufacturer shall upload the declaration regarding Banned or Delisted or Debarred or 'Put on Holiday' in the format as per Annexure – III.

5. Availability of Office

Bidder must have own Functional Registered Office/Head Office/Branch Office at in-and-around Kolkata. If Registered Office/Head Office/Branch Office is not already there at the time of bidding, successful bidder shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having own Functional Office. Document mentioning complete details of the same is to be uploaded along with the offer.

6. Availability of Manpower



Bidder must have minimum 15 Microsoft 365 Certified Manpower on its role directly. Team Certifications should include:

Sr. No	CERTIFICATION
1	Microsoft Certified: Project Management Professional (PMP)
2	Microsoft Certified: Enterprise Administrator Expert
3	Microsoft Certified: Security Administrator Associate
4	Microsoft Certified: Endpoint Administrator Associate
5	Microsoft Certified: Compliance Administrator Associate

A self-certified declaration from HR head of the firm (on firm's letter head) mentioning that they have 15 or more no of required Microsoft certified manpower on their direct role with eligible certification – at least 1 each of Sr no 1 to 5 (mentioned in the relevant clause above), available to cater to CILs Present Bid /Project requirement.

7. Mandatory Certifications required

The Bidder should have following certifications:

- ISO 9001:2015 (For Quality Management System)
- ISO / IEC 20000 (For IT Service Management)
- ISO 27001 (For Information Security Management System)

Relevant aforementioned Certificate is to be provided.

8. Work Experience Criteria

The bidder should have successfully delivered and implemented similar nature of work assignment (Consisting of both supply of Licences as well as providing Managed Service – as per instant Bid Scope of Work) during the window period (defined as under) as per below criteria:

- One similar completed Order of at least 80% of total Estimated Bid value, **or**
- Two similar completed Order, each of at least 60% of total Estimated Bid value, **or**
- Three similar completed Order, each of at least 40% of total Estimated Bid value

Note: -

i.) Similar work assignment

Order copy consisting of Supply of Licenses Microsoft (M)365 E3 or E5 or F3 or Microsoft (O) 365) along with managed service like one-time implementation, License Management, Optimization Services, Deployment and Support along with onboarding of all the licences as per instant Bid Scope of Work.

ii.) The order copy for only the Supply of License shall not be considered towards the above experience criteria. The order copy should consist of both supply of Licenses as well as providing Managed Service – as per instant Bid Scope of Work.

iii.) Window Period - The window period shall be five (05) years.

iv.) Satisfactory Performance



The performance with regards to the implementation of work assignment should have been satisfactory and the bidder should submit end user certificate towards the same.

In case, the bidder does not have the end user certificate regarding the performance report, the bidder can also submit a Self-Certificate in the following format, along with Proof of Payment against the Purchase Order(s) and Installation certificate(s):

“The items covered in the Purchase Order(s) enclosed with our offer have been fully executed and have performed satisfactorily as per the provisions of respective Purchase Order(s) and all the complaints/claim(s) lodged by the purchaser, if any, have been attended to and no complaints / claims(s) are pending”.

In case, any specific Purchase Order(s) has / have not been fully executed and any complaint / claim is pending, then details of such cases to be categorically mentioned with the reasons there of so that decision making is in clear perspective without any hidden facts in the subject matter. However, the Purchaser reserves the right to obtain the performance directly from the user of the item / product.

9. Penal Provisions

The Various SLA’s under this agreement will be as below:

- a) SLA for Microsoft Cloud Services
- b) SLA for Help-Desk and support Services for Incidents Handling
- c) SLA for non-availability of required manpower towards helpdesk and support service

i) SLA for Microsoft Cloud Services

- a) The bidder should provide 99.9 % service uptime on daily basis for the offered cloud services. The performance and uptime review will be done by CIL and in case the provider fails to meet the above SLA, penalty will be imposed as specified in the table below.

Sr. No	Uptime of Services on daily basis.	Penalty on Quarterly fees
1	≥99.99%	No Penalty
2	≥98% but <<99.99%	5%
3	≥95% but <98%	10%
4	<95%	15%

The percentage of uptime will be calculated on daily basis as follows:

$$\frac{(\text{No of hours in a Quarterly} - \text{Down time in hours}) \times 100}{\text{NO OF HOURS IN A Quarterly}}$$

- b) If SLA remains below 90% for more than 4 months in a year, The contract may be terminated by CIL HQ after serving one month advance notice. Penalty shall be capped at 15 % for Non- Availability of cloud services



c) Security breach attributable to managed services

- a) For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR 5 Lakhs. This penalty is applicable per incident. These Penalties will not be part of overall SLA penalties cap per Quarter. In case of serious breach of security wherein the data is stolen or corrupted, Government Department / Agency reserves the right to terminate the contract
- b) Resolution and penalties for security incidents shall be governed by the following

Sr.No	Security level	Response Time	Resolution time	Penalty (Per instances)
1	Critical	15-30 Min	4 to 6 Hr	15%
2	High	30 Min to 1 Hr	6 to 12 Hr	10%
3	medium	1Hr to 2 Hr	24 Hrs	5%

Critical, high and medium level of security level shall be decided by Coal India and will be binding.

ii). SLA for Helpdesk and support Services for Incidents Handling:

Resolution time for support incident handling and help desk shall be governed by the following

Sr. No	License type	Response Time (MTTR1)	Resolution time (MTTR2)	Penalty (Per instances) IF MTTR2 not met (as % of Qtrly)
1	E5	15 Min	30 Min	2% per case (If resolved within 2 hours) 4% for resolution beyond 2 hours
2	E3	30 Min	1 hr	1% per case (If resolved within 4 hours) 2% for resolution beyond 4 hours
3	F3	1 hr	2 hr	0.5% per case (If resolved within 12 hours) 1% for resolution beyond 12 hours

MTTR1: - Defined as time taken by the help desk to respond the concerned user over the Email and acknowledge the problem.

MTTR2: - Defined as time taken to resolve a problem.

Note: Penalty on Incidents Handling will not be imposed for issues related to cloud services or any other services not provided by the bidder.

Penalty shall be capped at 10 % for Non- Availability of cloud services

iii) SLA for Unavailability of on- site resident engineer:



SN	Services	Per incident Penalties
1	Unauthorized absence of manpower towards helpdesk and support service	helpdesk and support service 5% of Qtrly payments of On-Site Resident Engineer

Replacement manpower with similar qualification will be provided in the absence of the Resident Engineer. If a replacement is not arranged, a penalty will be imposed on a per-day basis.

Per man-day rate shall be calculated considering 365 days in a year.

- I. The penalty shall be deducted from quarterly charges paid to the bidder against this service
- II. The maximum penalty shall be capped at 25% quarterly charges for On-Site Resident Engineer

10. Liquidated Damages (LD)

If the Seller/Service Provider fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value of delayed quantity per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value of delayed quantity without any controversy/dispute of any sort whatsoever.

11. BOQ

<i>S. No.</i>	<i>Item Description</i>	<i>Qty</i>
1	M365 E5 Unified w/o Audio conferencing sub per user	50
2	M365 E3 Unified Sub Per User	250
3	Defender Endpoint P2 SU Defender endpoint P1 Per user	250
4	Entra ID P2 SU Entra id p1 per user	250
5	M365 F3 FUSL Sub Per user	300
6	Defender Endpoint F2 Sub Per user	300
7	Entra ID F2 Sub Per user	300
8	M365 Co-Pilot Manager Sub Add on	20
9	Managed Service along with One Time Implementation	1 Activity Unit / AU (As per Scope of Work)



PART II- ADDITIONAL TERMS & CONDITIONS (Commercial)

1. Guidelines for Considering Tenders from Authorized Agents of Manufacturers

The term 'Agent' broadly includes Distributor, Dealer, Channel Partner etc. The consideration of tenders from authorized agents of Indian manufacturers will be governed by the following guidelines:

- a). The bidder / authorized Agent has to submit a Bid specific authorization issued by the manufacturer mentioning Bid reference number and date and validity of such authorization.
- b). The bidder / authorized Agent has to submit an undertaking from both the manufacturer and the tendering firm (self) as specified below:**

Manufacturer

- (i) that, as a matter of its corporate policy, it does not directly quote/ market their products directly to any organization in India (except in situations like supplies to OEM /OES/ OPM, supplies of spares and consumables bundled with supply of equipment, supplies to customers not covered by dealer network due to geographical/ logistics constraints), and if, subsequently, at any stage, it is found that it has quoted directly to any organization (except in situations like supplies to OEM /OES/ OPM, supplies of spares and consumables bundled with supply of equipment, supplies to customers not covered by dealer network due to geographical/ logistics constraints), it shall be liable for penal action as per provisions of the NIT and the Purchase Manual.

Further, if at any stage, it is found that agency commission has been paid by the manufacturer/ principal without declaring the agent, the commission will be recovered with interest.

- (ii) that it will accept the responsibility for the satisfactory execution of orders placed on the authorized agents including warranty/ guarantee obligations.
- (iii) that, wherever necessary, it will provide requisite inspection and testing facilities at its works in respect of orders placed on authorized agent.
- (iv) the authorized agent's price will not exceed that which the manufacturer would have quoted.
- (v) Letter submitted by the Agents for inspection of goods would be accompanied by a certificate from the manufacturer that the goods offered for inspection as indicated in the letter have been manufactured by them.

Authorized agents

- (i) that he will be responsible for all the contractual obligations including quality aspects, replacement of part/items and warranty/ guarantee obligations, and
- (ii) that he will be responsible for providing the required after sale service.
- (iii) The authorized Agent is to upload scanned copies of details in respect of its organization along with the copies of documents like certificate of incorporation / registration etc. along with the offer.



- (iv) The authorized Agent should be in existence for 3 years on the date of tender opening, irrespective of date of appointment as Indian Agent. Supporting document for proof of existence needs to be submitted.
2. In cases where the contract has been awarded on the authorized Agent / Distributor / Dealer / Channel Partner etc. against tender / bid specific Manufacturer's authorization, the details of such contract will also be shared with the OEM / Principal Manufacturer.

3. Performance Security to be treated as Security Deposit

- 2.1 The details under ePBG Detail section of the Bid Document shall be treated as Security Deposit.

To ensure due performance of the contract, Security Deposit is to be submitted by the successful bidder which has been awarded the contract. Security Deposit shall be for an amount of five per cent (5%) of the total landed value of the contract including all taxes, duties and other costs and charges.

The Security Deposit shall be deposited through RTGS / NEFT / IMPS / other digital modes or in the form of a Bank Guarantee as per GEM format from a RBI Scheduled Bank in purchaser's country (on a non-judicial stamp paper) within 15 days from date of notification of award or placement of order.

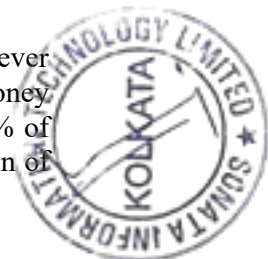
- 2.2 The Security Deposit shall be in the same currency (ies) in which contract is to be signed. ~~In case of multi currency contract, separate Security Deposit Bank Guarantee (SDBG) in respective currency for required value as above shall be submitted and must conform to the Uniform Rules for Demand Guarantees (URDG 758) an international convention regulating international securities.~~

- ~~2.3 In case of equipment, SDBG shall not be individual equipment wise. However, multiple Bank Guarantees for Security Deposit shall be permissible provided value of all the SDBGs totals to 5% of the contract value, and all are submitted simultaneously within the specified time schedule and all of them are in the same prescribed format of SDBG without linking to any particular equipment.~~

- 2.4 The SDBG shall remain valid up to 60 Days beyond the scheduled delivery period in case of supply contracts / rate/running contracts.

- 2.5 Security Deposit will be released with the approval of HOD of MM Department /Area GM within 30 days after completion of supplies and acceptance of material by the consignee in case of supply contract or after successful commissioning and on receipt of confirmation of Performance Bank Guarantee(s) for all the equipment covered in the contract in case of contracts for equipment and all those items/ goods involving installation and commissioning and PBG.

- 2.6 Security Deposit may be converted into Performance Bank Guarantee (PBG) wherever PBG is required at the option of the supplier. At the time of conversion of security money into PBG, it should be ensured that the amount of PBG should not be less than 10% of landed value of order. Wherever Security Deposit is converted into PBG, the operation of such SDBG/ Performance BG shall be guided by clause 3 below.



2.7 If the successful tenderer fails to deposit the security deposit within 15 (fifteen) days from date of Notification of Award / placement of Order, another opportunity may be given to them for submission of Security Deposit within next 15 days. If the successful tenderer still fails to deposit the security deposit within the extended period but executes the supplies within the extended security deposit submission period, the submission of Security Deposit may be waived, as the purpose of submission of SD is fulfilled.

In cases where the supplier does not submit the Security Deposit (SD) in time, the SD amount will be deducted from the first bill or in case of insufficient amount, from subsequent bill(s) of the supplier till the full SD amount is deducted.

2.8 In cases where the successful tenderer did not submit the security deposit even within the extended period for SD submission but has supplied the materials either in full or in part after the extended period for SD submission, a penalty equivalent to 0.5% (half percent) of SD amount for delay of each week or part thereof (period of delay is to be calculated from the 31st day from the date of Notification of Award /placement of Order to the date of receipt of full SD/deduction of full SD) shall be levied subject to a maximum of 5% of the contract value.

2.9 If the bidder fails to furnish the Security Deposit within the stipulated time, the NOA / contract / Purchase order shall be cancelled after forfeiture of EMD and risk purchase shall be initiated.

2.10 All Central/State Government Organization/PSUs, Govt. Ministries, Departments, Attached and Subordinate Offices, Autonomous bodies formed by the government shall be exempted from submission of Security Deposit. OEM/OES shall also be exempted from submission of Security Deposit in case of procurement of Spare Parts for equipment against Single / Open / Limited Tender Enquiries.

Note: - Copy of SFMS by issuing bank should be submitted along with hard copy of the Bank Guarantee.

4. Performance Bank Guarantee (To be submitted directly to Buyer in Original) (This is in addition to the Security Deposit as mentioned above)

a. The successful tenderer shall be required to furnish a Performance Guarantee equivalent to 10% value of the contract to cover the warranty/guarantee period. In case of Contracts for procurement of Capital Goods along with Warranty Spares & Consumables (if applicable) and additional Spares & Consumables / AMC / CMC for more than one year, the Performance Guarantee shall be for 10% of equipment landed value along with maximum annual landed value of Spares & Consumables / AMC / CAMC.

b. To arrive at the value of the PBG, the order value should be calculated as per the following guidelines:

A) For Indigenous Order -

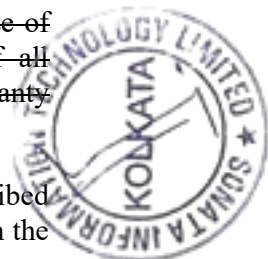
For arriving at the value of PBG to be submitted for Indigenous Orders, the order value inclusive of GST and all other incidental cost, as applicable to the FOR Destination Price of the materials on order as applicable on the date of opening of price bid.

~~B) For Import Order -~~



~~For arriving at the value of PBG to be submitted for Import Orders, the order value will be arrived at by adding estimated amount of Ocean Freight, Marine Insurance, Port Handling & Clearance Charges etc., Total Customs Duty and Inland Freight & Insurance including GST as applicable on the date of opening of price bid, to the FOB Price of the materials on order.~~

- c. The Performance Bank Guarantee shall be issued by a RBI scheduled bank in India in the format attached as Annexure-I on a non-judicial stamp paper.
- d. The PBG shall be in the same currency in which GEM contract has been issued. ~~In case of multi-currency contract, separate PBG in respective currency for required value shall be submitted.~~
- e. The PBG (s) shall remain valid till 3 months after the completion of warranty period of all the equipment/ items covered in the contract.
- f. The release of the Performance Bank guarantee(s) after above indicated period, shall be subject to satisfactory performance of the equipment/ items during the warranty period and fulfilment of contractual obligations failing which, action for further extension or encashment of PBG, as deemed suitable shall be taken. The Performance Bank Guarantee shall be released with the approval of concerned HOD (MM) / Area GM after expiry of validity period after obtaining the following:
 - 1. 'No Claim Certificate' from the concerned HOD (User Dept.) indicating that there is no claim pending.
 - 2. 'No Claim Certificate' from the contractor indicating that there is no claim pending and that there is no dispute pending as per Annexure-II.
- g. In the event of breach of a contract / failure of fulfilment of contractual obligations by the supplier, the Performance Bank Guarantee shall be forfeited and encashed / credited to the procuring entity's account with the approval of Director (T) ~~of the concerned subsidiary/CIL.~~
- h. ~~In case of procurement of equipment, if the successful tenderer which does not have the After Sales Service Support facilities in India like Depot / Warehouse for supply of spare parts, Workshop facilities for servicing and repair of assemblies, sub-assemblies and equipment, availability of trained technical manpower etc., training facilities for providing training to CIL's personnel, wherever required, additional Performance Bank Guarantee for the 30% value of the total landed value of the contract including all taxes, duties and other costs and charges shall have to be submitted. This 30% PBG will be released after establishment of After Sales Service Support facilities in India, subject to confirmation of the same by concerned Head of Technical Department. However, the supplier shall have to submit PBG for 10% of the total contract value to be kept valid for the remaining period of the contract plus 3 months processing period before release of 30% PBG. This 10% PBG will be released after satisfactory performance of all equipment/ items and fulfilment of contractual obligations including warranty obligations.~~
- i. In cases where the supplier does not submit the PBG in time or as per the prescribed format in line with the contract stipulations, the PBG amount may be deducted from the



first bill or in case of insufficient amount, from subsequent bill(s) of the supplier till the full PBG amount is deducted. This amount shall be refunded to the supplier upon acceptance of PBG submitted by them.

- j. The bidder shall submit the copy of SFMS Message as sent by the issuing Bank branch along with original Bank guarantee.

5. Earnest Money Deposit (EMD)

Bidders are required to furnish EMD along with their bids in the manner as provided in the bid document. Amount of EMD is 2% of the estimated value of the goods to be purchased (rounded off to the nearest thousands of Rupees).

EMD is to be submitted in the form of Bank Guarantee from any of the RBI Scheduled Commercial banks or payment online (RTGS / NEFT/ IMPS / other digital modes) in an acceptable form.

BG submitted towards EMD should be valid for a period of 45 (forty-five) days beyond the final bid validity period.

Offers of the firms submitted without EMD (for non-exempted bidders) as demanded are summarily to be rejected.

The EMD shall be forfeited if:

- 1) The tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of his tender.
- 2) The tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:

- a). ~~Fails to sign the contract within 30 days from the date of notification of award; or Fails to submit order acceptance within 30 days from the date of order;~~

~~or~~

Refuses to accept/execute the contract

- b). Fails to furnish the Security Deposit for the due performance of the contract within the Original stipulated Delivery period / extended delivery period, as the case may be.

In both cases 2.) a.) & b.) above, the NOA / contract / Purchase order shall be cancelled after forfeiture of EMD and risk purchase shall be initiated.

Note: - Corporate Guarantee or Indemnity Bond shall not be accepted for Bid Security (EMD) or SD or PBG ~~or in lieu of any other Bank Guarantee (e.g., for advance payment/warranty obligations).~~

6. Submission of Bank Guarantee's

The Bank Guarantee issued by the issuing bank on behalf of the bidder in favour of "Coal India Limited", should be in paper form (Stamp paper) as well as issued under "Structured Financial Messaging System". Issuing bank should send the underlying confirmation message in IFN760COV or IFN767COV message type for getting the BG advised



through our bank. Also, issuing Bank should mention “CIL0066312” in field no. “7037” of IFN760COV or IFN767COV. The message will be sent to the beneficiary bank through SFMS. The details of beneficiary Bank for issue of BG through SFMS platform is furnished below:-

Name of Bank	ICICI Bank
Branch	RasoI Court
IFSC Code	ICIC0000006
Account No.	000651000038
Customer ID	066312

Original copy of Bank Guarantee issued by the issuing bank shall be sent by the issuing bank to MM Department, CIL.

7. Payment Terms and Condition

1. For BoQ SL No. 1 to 8

Payment for Microsoft 365 licenses for SL No. 1 to 8 of the BoQ will be made within 21 days of invoice submission and acceptance thereof, contingent upon successful license delivery.

2. For BoQ SL No. 9

For BoQ Item SL no. 9, Payment towards Managed Service along with one-time implementation charges shall be considered as below:

Implementation charges will be considered as 10% of total managed service cost quoted against SL no. 9 and remaining 90% shall be considered towards Managed Service.

A.) Payment of 10% towards one-time implementation charges: -

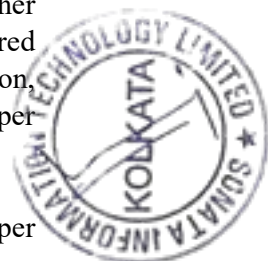
Payment of the 10% towards one-time implementation charges post-implementation completion will be made within 21 days of invoice submission and acceptance thereof.

One-Time Implementation will include the following:

Project Kick Start & Study of existing M365 tenant of Coal India and various IT landscape of Coal India, project planning, SOP planning and finalization of manpower and other preparatory activities incl. Requirement gathering- ASIS TO BE.

Supply, Implementation of required major M365 solution components like Teams, Office, OneDrive, Azure, all components of M365 E5, Copilot and any other components of M365 suite as per decided by Coal India with provisioning of required licenses as mentioned in Financial Price Bid, deployment, configuration, Integration, implementation, testing and commissioning/Go-Live of the proposed solution as per requirement of Coal India.

End user training/workshop and Training (onsite/remote shall be decided as per



requirement of Coal India) for Administrators/IT Officials & End-user Adoption on M365 - Suite with Security and Co-Pilot:

B.) Payment of 90% towards Remaining : -

Since the License sought at SL No. 1 to 8 is for 3 years i.e. 36 months i.e. 12 quarters, as such, the payment of remaining 90% towards Managed Service Fee of the total value quoted against BoQ Item Sl no. 09 will be paid in equal instalments in the next 11 quarters, within 21 days after submission and acceptance of quarterly bill at the end of each quarter from 2nd quarter onwards till 12th quarter i.e. for a total of 11 quarters.

8. Insurance

The supplies shall be on FOR destination basis at respective stores of subsidiary companies of CIL / CIL HQ and therefore transit insurance, if any, shall be arranged by supplier.

9. Prices

Prices stated in the contract shall be FOR Destination and shall remain firm and fixed throughout the period of the Contract.

10. Lowest Price Certificate

The bidder shall submit a certificate along with the offer confirming the prices quoted in the tender are the lowest and not higher than as applicable to any Organization / Ministry / Department of the Govt. of India or Coal India Ltd. and/or its Subsidiaries or other PSU or any other private organization for same specifications of the equipment / Tendered item/s.

11. Price Fall Clause

If the contract holder reduces its price or sells or even offers to sell the contracted goods or services following conditions of sale similar to those of the contract, at a price lower than the contract price, to any person or organization during the currency of the contract, the contract price will be automatically reduced with effect from that date for all the subsequent supplies under the contract and the contract be amended accordingly.

In case of parallel Rate / Running Contracts, if the price of a product is reduced for any supplier due to invocation of 'Price Fall clause' or any other reason, the same lower price shall also be applicable for the other suppliers who are having parallel RCs against the same tender. If any parallel RC holder does not accept the lower price, CIL shall have the right to delete the item from the scope of RC of such firm and procure the same from other existing supplier / Reserve RC holders.

The provisions of price fall clause will however not apply to the following:

- i) Export/Deemed Export by the supplier;
- ii) Sale of goods or services as original equipment prices lower than the price charged for normal replacement;
- iii) Sale of goods such as drugs, which have expiry date;
- iv) Sale of goods or services at lower price



- a. On or after the date of completion of sale/placement of order of goods or services by the authority concerned, under the existing or previous Rate Contracts
- b. Under any previous contracts entered into with the Central or State Government Departments including new undertakings (excluding joint sector companies and or private parties) and bodies.

Note:

- a. *The currency of contract will mean the period till completion of supply.*
- b. *The bidder will be asked to submit a copy of the last (latest) purchase order (bidder may opt to mask the price portion and shall submit an undertaking that priced copy will be submitted on being L1 after opening of Price Bid / Reverse Auction) for the tendered / similar item(s) received by them from any Organization / Ministry / Department of the Govt. of India or Coal India Ltd. and/or its Subsidiaries or other PSU or any other private organization, along with the offer.*

“In case the bidder has not received any purchase order for the tendered / similar item(s) from any Organization / Ministry / Department of the Govt. of India or Coal India Ltd. and/or its Subsidiaries or other PSU or any other private organization, they need to submit a self-certificate as under:

“It is hereby certified that, We..... (Name of the Firm), have not received any order for the tendered / similar item(s) from any Organization / Ministry / Department of the Govt. of India or Coal India Ltd. and / or its Subsidiaries or other PSU or any other Private Organization.”

- c. *It shall be responsibility of the supplier to inform the purchaser of offer to supply / supply of the ordered / similar item(s) at a lower rate to any Organization / Ministry / Department of the Govt. of India or Coal India Ltd. and/or its Subsidiaries or other PSU or any other private organization during the currency of the contract.*
- d. *The supplier shall submit a certificate along with the bill(s) that it has not offered to supply / supplied the ordered / similar item(s) at a lower rate to any Organization / Ministry / Department of the Govt. of India or Coal India Ltd. and/or its Subsidiaries or other PSU or any other private organization.*
- e. *The provisions of fall clause will however not apply for purchase value up to Rs. 2.00 lakh.*
- f. *Point (b) above is not applicable in the case of renewal of Depot Agreements.*

Note:-

- 1.) The undertaking by the bidder for acceptance of Price Fall Clause shall be made part of GEM Offer.



2.) Along with the submission of Purchase Order Copy or Self-Certificate as per point no. b above, the bidder is also required to submit a Self-Certificate specific towards acceptance of Price Fall clause.

12. Banned or Delisted or Debarred or ‘Put on Holiday’ Suppliers

The bidder as well as the manufacturer (if bidder is not the manufacturer) should submit a declaration that they have not been banned or de-listed or debarred or ‘Put on Holiday’ by any Government or quasi-Government agencies or PSUs.

If a bidder and/or manufacturer has been banned or delisted or debarred or ‘Put on Holiday’ by any Government or quasi Government agencies or PSU, this fact must be clearly stated and it may not necessarily be a cause for disqualifying them. If this declaration is not given, the bid will be rejected as non-responsive.

In this respect, the bidder/manufacturer shall upload the declaration regarding Banned or Delisted or Debarred or ‘Put on Holiday’ in the format as per Annexure – III.

13. Certificate towards Local Content

Bidder/Manufacturer should submit a certificate towards local content issued by the manufacturer / OEM in the format as per Annexure IV along with the offer.

14. Delivery

S. No	Activity Milestone	Deliverable	Completion Time
1	Project Start/ Date of award of contract		T
2	Supply of licence		T+10
2	Project Kick Start & Study of existing M365 tenant of Coal India and various IT landscape of Coal India, project planning, SOP planning and finalization of manpower and other preparatory activities incl. Requirement gathering- ASIS TO-BE	Relevant documents like Project Implementation Plan (Day wise), AS-IS, TO-BE, Proposed Solution, Architecture, etc., Training Plan, etc.	T+45
3	Supply, Implementation of required major M365 solution components like Teams, Office, OneDrive, all components of M365 E5 , Co-Pilot and any other components of M365 suite as per decided by Coal India with provisioning of required licenses as mentioned in Financial Price Bid, deployment, configuration, Integration, implementation,	Related documents like Configuration/ Integration/ Implementation/UAT / licenses/ account details, User/Technical/Administrator Manuals/SOPs, etc. Submission of	

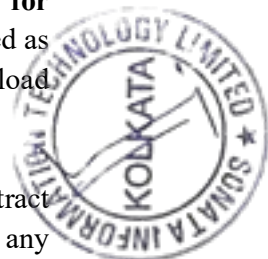


	testing and commissioning/Go-Live of the proposed solution as per requirement of Coal India	Managed Service Support Plan, Escalation matrix and Submission of documents as requested by Coal India.	
4	End user training/workshop and Training (onsite/remote shall be decided as per requirement of Coal India) for Administrators/IT Officials & End-user Adoption on M365 - Suite with E5 Security and Co-polit		
5	Managed Support Services as per scope of work shall start from the date of Go-Live of the Proposed Solution as per Scope of Work/requirement of Coal India	Quarterly Maintenance Reports	(Invoiced will be raised after 1 ST Quarter) & Managed services bill will be split in 11 Quarter

Note: - The Delivery period mentioned in the bid as 45 days for line item 01 to 08 is for completion of complete scope of supply detailed as above which includes supply of Licenses (as per sl no. 2 in the table above) within 10 days of placement of order and Supply, Implementation of required major M365 solution components and End user training/workshop (as per sl no. 3 in the table above) within next 35 days i.e. total within 45 days of placement of order / award of contract.

15. Evaluation of Bid / Shortfall documents

- i. All the offers will first be scrutinized to see whether they meet the basic requirements as incorporated in the bid document.
- ii. Purchaser will determine the Techno-commercial acceptability of the bidders on the basis of the original offer and subsequent clarifications/ confirmation, if any.
- iii. After evaluation of the uploaded documents, shortfall/clarification documents, if required, shall be sought from all the bidders. **For shortfall/ clarification only 01 (ONE) chance will be given. The time period for reply to the clarification will be for 7(SEVEN) days only.** Non receipt of communication from GeM will not be accepted as a reason of non-submission of documents within prescribed time. The bidders will upload and submit the requested documents, if any, within the specified period.
- iv. Bidders are hereby informed that all correspondence with them during the pre-contract stage shall be without any commitment whatsoever. CIL reserves the right to verify any



of the documents uploaded by the bidder at any stage.

NOTE: The submission of forged document, if any, by the bidder(s), shall be dealt as per extant guideline of GeM GTC and ATC.

16. Risk Purchase

In the event of failure of the supplier to deliver or dispatch the stores within the stipulated date/period of the supply order or in the event of breach of any of the terms and conditions mentioned in the supply order/ contract, Coal India Ltd. shall have the right to purchase the stores from elsewhere after due notice to the defaulting supplier at the risk and cost of the defaulting supplier.

In the event of failure of the supplier as detailed above, the cost as per risk purchase exercise may be recovered from the Earnest Money Deposit/ Security Deposit/ Performance Security of the supplier and/or bills submitted by the supplier against the same contract or any other contract pending in the same Subsidiary Co. and/or in any other Subsidiary Companies/CIL.

17. Consideration of Abnormally Low Bids

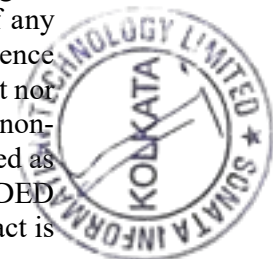
An Abnormally Low Bid (ALB) is one in which the bid price, in combination with other elements of the Bid, appears so low that it raises material concerns as to the capability of the bidder to perform the contract at the offered price. Coal India Limited (CIL) may in such cases seek written clarifications from the bidder, including detailed price analysis of its bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bid document.

If, after evaluating the price analysis, CIL determines that the bidder has substantially failed to demonstrate its capability to deliver the contract at the offered price, CIL may reject the bid/proposal and evaluate the next higher bidder (and so on), at his/ their own quoted rate (if considered reasonable, and not by the counter-offering rate of ALB), for the award of contract.

Normally, no Additional Bank Guarantee (ABG) shall be sought in case of Abnormally Low Bids, however, in compelling circumstances, CIL may ask for an Additional Bank Guarantee (ABG) in the case of ALBs, subject to approval of the Competent Authority.

18. Force Majeure Clause

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, freight embargoes or act of God (hereinafter referred to "events") provided, notice of the happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, PROVIDED FURTHER that if the performance in whole or part or any obligation under this contract is



prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the contractor at a price to be fixed by the CIL/Subsidiary Company, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the purchaser may deem fit excepting such materials, bought out components and stores as the contractor may with the concurrence of the purchaser elect to retain.

19. Pre-Contract Integrity Pact

The bidders will have to upload duly filled in and signed copy of the Pre-Contract Integrity Pact along with their offer which may be:-

- a) Either physically signed (duly signed by the bidder along with the name, address & signature of the witnesses at the last page and the scanned copy of the same is to be uploaded) or
- b) Digitally signed (using a Digital signature which is an electronic signature used to authenticate the identity of the signer and to ensure that the original content of the document remains unchanged.)

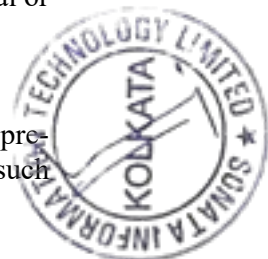
as per prescribed format, failing which their offer may not be considered.

In terms of the Integrity Pact, the Independent External Monitor(s) (IEMs) nominated for this tender are as follows:

Sr. No.	Name of IEM	Address	E-mail ID	Mobile No.
1	Shri Rakesh Mohan, IA&AS (Retd.)	Flat No. 7020, Sector - B-10, Vasant Kunj, New Delhi - 110070	rmohan1987@g mail.com	9205175050
2	Shri K. D. Tripathi, IAS (Retd.)	A-5, Sector-19, Noida, UP - 201301	tripathikd.1958@ gmail.com	9868506966
3	Shri O.P. Singh, IPS (Retd.)	M-6, First Floor, Green Park Extension, New Delhi - 110016	ops2020@gmail. com	9818564455

20. Grievance and Its Redressal

- (i) Any supplier, contractor, or consultant that claims to have suffered or is likely to suffer loss or injury as a result of a decision/ action/ omission of CIL or its Subsidiary, may make an application for its review within a period of Five (5) days from its date, to the Tender Inviting Authority (TIA) / Buyer, specifying the ground(s) and the relevant clauses of the tender document. Unsuccessful Bidders may seek de-briefing regarding the rejection of their bid, in writing or electronically, within Five (5) days of the declaration of techno-commercial or financial evaluation results.
- (ii) Only a directly affected bidder can represent in this regard:
 - a) Only a bidder who has participated in the concerned procurement process, i.e., pre-qualification, bidder registration or bidding, as the case may be, can make such representation.



- b) ~~In case the pre qualification bid has been evaluated before the bidding of Technical/ financial bids, an application for review in relation to the technical/ financial bid may be filed only by a bidder who has qualified in the pre qualification bid.~~
- c) In case the technical bid has been evaluated before the opening of the financial bid, an application for review in relation to the financial bid may be filed only by a bidder whose technical bid is found to be acceptable.
- d) The following decisions of CIL ~~Subsidiaries~~ in accordance with the provision of internal guidelines shall not be subject to review:
- i) Determination of the need for procurement;
 - ii) Selection of the mode of procurement or tendering system;
 - iii) Choice of selection procedure;
 - iv) Complaints against specifications except under the premise that they are either vague or too specific to limit competition may be permissible.
 - v) Provisions limiting the participation of bidders in the procurement process in terms of government policies.
 - vi) Provisions regarding purchase preferences to specific categories of bidders in terms of policies of the Government
 - vii) The decision to enter into negotiations with the L1 bidder;
 - viii) Cancellation of the procurement process except where it is intended to subsequently re-tender the same requirements;
 - ix) Issues related to ambiguity in contract terms shall not be taken up after a contract has been signed; all such issues should be highlighted before the vendor / contractor consummates the contract

This grievance redressal is beside the avenue of complaints to the vigilance department of the procuring organisation.

- 21.** If a firm quotes NIL charges/ consideration, the bid shall be treated as unresponsive and will not be considered unless the charges for an item/ product is included elsewhere in the price bid and a specific mention in this regard is made in the bid.

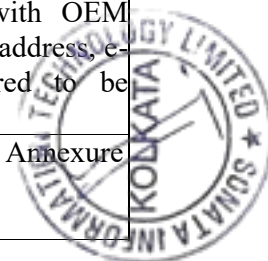
22. Provisions of CIL's Purchase Manual

The provisions of CIL's Purchase Manual (CIL Purchase Manual 2020 – Second Edition 2025 –Updated Till 30.06.2025) and its subsequent amendments (Available on CIL's website, www.coalindia.in) prevailing on the date of opening of tender shall also be applicable, if not specified otherwise in this Bid document / Contract.



Documents to be submitted by the Bidder(s)

Sl. No.	Heading	Supporting document to be uploaded
1	MSE Purchase Preference	If MSE Purchase preference is claimed, the bidders are required to submit supporting document establishing MSE Credentials – Udyam Registration Certificate.
2	MSE Exemption for Years Of Experience / prior experience and Turnover	If Exemption towards prior experience required against Provenness criteria is sought as an MSE, the bidders are required to submit supporting document establishing MSE Credentials – Udyam Registration Certificate.
3	Startup Exemption for Years Of Experience / prior experience and Turnover	If Exemption towards prior experience required against Provenness criteria is sought as a Startup, the bidders are required to submit supporting document establishing Startup Credentials – Startup Registration Certificate issued by DPIIT.
4	EMD	Mention EMD amount needs to be submitted either through BG or vide NEFT as per details mentioned in the Bid Document. If EMD Exemption is sought, required supporting documents as per Bid & GeM terms & conditions needs to be submitted along with the offer.
5	Bidder must provide confirmation that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in the bid process.	Self-certified Letter of confirmation towards the above is to be submitted by the bidder on Bidder's letter head.
6	The bidder as well as the manufacturer (if bidder is not the manufacturer) should submit a declaration that they have not been banned or de-listed or debarred or 'Put on Holiday' by any Government or quasi-Government agencies or PSUs.	Banned or Delisted or Debarred or 'Put on Holiday' Certificate – Annexure -III
7	The bidder should be OEM (Microsoft) authorized Solution Provider /Partner / Reseller of OEM, eligible for signing direct Microsoft Enterprise Agreement.	(Submit/upload Bid specific Manufacturers Authorization Form (MAF) / Certificate mentioning the Bid Ref No. & Date and validity of such authorization with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.
8	Bidder must have own Functional Registered Office/Head Office/Branch Office at in-and-around Kolkata.	Bidder to provide certificate as per Annexure V



9	Bidder must have minimum 15 Microsoft 365 Certified Manpower on its role directly.	A self-certified declaration from HR head of the firm (on firm's letter head) mentioning that they have 15 or more no of required Microsoft certified manpower on their direct role with eligible certification – at least 1 each of Sr no 1 to 5 (mentioned in the relevant clause above), available to cater to CILs Present Bid /Project requirement.
10	Mandatory Certifications: a. ISO 9001:2015 b. ISO / IEC 20000 c. ISO 27001	Certificate is to be submitted along with the offer.
11	Work Experience End user / Self-Certificate towards Satisfactory Performance	Purchase Order Copy along with necessary a.) End-User Certificate towards Satisfactory performance or b.)Self-Certificate towards Satisfactory performance along with Proof of payment
12	a. Copy of PAN Card. b. Copy of GSTIN. c. Copy of Cancelled Cheque. d. Copy of EFT Mandate duly certified by Bank.	Required Documents PAN, GSTIN, Cancelled Cheque & Bank EFT Mandate to be submitted.
13	Integrity Pact	Duly filled and Signed copy of the Integrity Pact as per format needs to be submitted along with the offer.
14	The bidder / authorized Agent has to submit an undertaking from both the manufacturer and the tendering firm (self) as specified in the Bid Document.	Undertaking from both the Manufacturer as well as authorized Agent is to be submitted.
15	Lowest Price Certificate	The bidder shall submit a Lowest Price certificate along with the offer as per bid terms & conditions.
16	Price Fall Clause	1.) Undertaking towards acceptance of Price Fall Clause. 2.) submission of Purchase Order Copy or Self-Certificate.
17	Certificate towards Local Content	Certificate towards Local Content in the format as per Annexure – IV issued by OEM needs to be submitted along with the offer.
Note: - Any other document sought as per Bid document terms & conditions which may have been missed out while enlisting the above required documents but are otherwise required as per bid terms & conditions, also needs to be submitted along with the offer.		



ANNEXURE-I

Performance Bank Guarantee Format

..... (Name & address of the concerned subsidiary
..... Company / Purchaser Company)

**Re: Bank Guarantee in respect of Agreement / Contract vide no. dated
..... between
Coal India Ltd. on behalf of (Name of concerned subsidiary Company) and
..... (Name of Supplier Company) {applicable for CIL
Contracts}**

OR

**Re: Bank Guarantee in respect of Agreement / Contract / Purchase Order vide no.
..... date
d
..... between (Name of Purchaser Company) and (Name of Supplier
Company) {applicable for subsidiary contracts/Purchase Orders}**

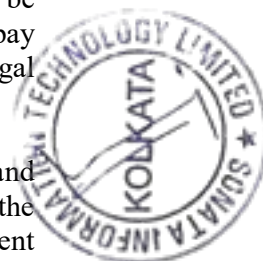
Messersa Company / Firm having its office at No (hereinafter called
'the Contractor') has entered into the Agreement / Contract / Purchase Order vide no
dated (hereinafter called 'the said Agreement') with Coal India Limited,
Kolkata on behalf of / Purchaser Company (Name of the concerned
subsidiary Company) (hereinafter called 'the Company') to supply stores/
materials amounting to Rs. on the terms and
conditions contained in the said Agreement.

The..... (Name of the Bank) (hereinafter called 'the Bank') having its
office at..... has at the request of the Contractor agreed to give the guarantee as
hereinafter contained.

We..... (Name of the Bank) do hereby unconditionally agree with the
Company
that if the Contractor shall in any way fail to observe or perform the terms and conditions of
the said Agreement or shall commit any breach of its obligations thereunder, the Bank shall
on demand and without any objection or demur pay to the Company, the said sum of Rs...
..... or any
portion thereof without requiring the Company to have recourse to any legal remedy that may
be available to it to compel the Bank to pay the same or calling on the Company to compel
such payment by the Contractor.

Any such demand shall be conclusive as regards the liability of the Contractor to the Company
and as regards the amount payable by the Bank under this guarantee. The Bank shall not be
entitled to withhold payment on the ground that the Contractor has disputed its liability to pay
or has disputed the quantum of the amount or that any arbitration proceeding or legal
proceeding is pending between the Company and the Contractor regarding the claim.

We, the Bank, further agree that the guarantee shall come into force from the date hereof and
shall remain in full force and effect till the period that will be taken for the performance of the
said Agreement which is likely to be the day of..... but if the period of Agreement



is extended either pursuant to the provisions in the said Agreement or by mutual agreement between the Contractor and the Company, the Bank shall renew the period of the guarantee failing which it shall pay to the Company the said sum of Rs....., or such lesser amount out of the said sum of Rs.....as maybe due to the Company and as the Company may demand. This guarantee shall remain in force until the dues of the Company in respect of the said sum of Rs... are fully satisfied and the Company certifies that the Agreement has been fully carried out by the contractor and discharges the guarantee.

The Bank further agrees with the Company that the Company shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend the time for performance of the said Agreement from time to time or to postpone for any time or from time to time any of the powers exercisable by the Company against the contractor and to forbear to enforce any of the terms and conditions relating to the said Agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to the contractor or through any forbearance, act or omission on the part of the Company or any indulgence by the Company to the contractor or any other matter or thing whatsoever which under the law relating to sureties would but for this provisions have the effect of relieving or discharging the Guarantor.

The Bank further agrees that in case this guarantee is required for a longer period and it is not extended by the Bank beyond the period specified above, the Bank shall pay to the Company the said sum of Rs... or such lesser sum as may then be due to the Company and as the Company may require.

Notwithstanding anything herein contained the liability of the Bank under this guarantee is restricted to Rs.....only. The guarantee shall remain in force till the.....day of20... and unless the guarantee is renewed or a claim is preferred against the Bank within the validity period and/or the claim period from the said date, all rights of the Company under this guarantee shall cease and the Bank shall be released and discharged from all liability hereunder except as provided in the preceding clause.

The Bank has under its constitution power to give this guarantee and..... [(Name of the person(s)] who have signed it on behalf of the Bank has authority to do so.

Controlling Officer of the Bank:
Name –
Address –
.....
.....
Telephone No. –
Branch of the Bank issuing BG -

Dated this.....day of20.....
Place.....

Signature of the authorized person(s)
For and on behalf of the Bank.



Annexure – II

No Claim Certificate
(On company letterhead)

To,

(Contract Executing Officer)

Procuring Entity _____

NO CLAIM CERTIFICATE

Sub: Contract Agreement no. ----- dated -----for the supply of -----

We have received the sum of Rs. (Rupees _____ only) in full and final settlement of all the payments due to us for the supply of _____ under the above mentioned contract agreement, between us and _____ (CIL or Subsidiary). We hereby unconditionally and without any reservation whatsoever, certify that we have no claim whatsoever, of any description, on any account, against Procuring Entity, against aforesaid contract agreement executed by us. We further declare unequivocally, that we have received all the amounts payable to us, and have no dispute of any description whatsoever, regarding the amounts worked out as payable to us and received by us, and that we shall continue to be bound by the terms and conditions of the contract agreement, as regards performance of the contract.

Yours faithfully,

Signatures of contractor or
officer authorized to sign the contract documents
on behalf of the contractor
(company stamp)

Date: _____

Place: _____



Annexure – III

**Banned or Delisted or Debarred or 'Put on Holiday' Certificate
(On company letterhead)**

Declaration regarding Banned or Delisted or Debarred or 'Put on Holiday'

Bid No.....Dt..... Reference for supply of

This is to certify that

- A.) We have not been banned / de-listed / debarred / put on holiday by any Government or quasi-Government agency or PSU.”
- B.) we have been banned
- C.) we have been de-listed
- D.) we have been debarred
- E.) we have been 'Put on Holiday'

(Mention any one of the above out of A, B, C, D & E and strikeout whichever is not applicable. For B, C, D & E also mention the following)

We have been banned / de-listed / debarred / put on holiday by following government/quasi-Government agencies/PSUs:

Name of the Organization	Period of banning (Start date and end date)

We further undertake that if at a later stage it is found that the above provided information is found to be false/misleading/incomplete our offer may be treated as unresponsive and suitable penal action as per provisions of GeM Incident management policy may be taken against us.

Date
Signature of Bidder
Seal of the Firm



Annexure – IV

Local Content Certificate
(On company letterhead)

CERTIFICATE TOWARDS LOCAL CONTENT FROM OEM

We do hereby certify that the item/s offered against the tender are manufactured at our factory _____ situated _____ at _____

..... & that the items offered have a local content of%of the total value as prescribed by the competent Ministries/Departments in pursuance to the Public Procurement (Preference to Make in India) Order.

The items offered meets minimum local content criteria for Class- Local Supplier in pursuance to the Public Procurement (Preference to Make in India) Order.

Address of Location/Factory where local value is added

Authorized Signatory of OEM

Date:

Seal of the firm

I/We _____ (Name of the auditor) _____ are statutory/cost auditor of _____ (Name of the OEM) _____ and are authorized to submit the above certification as per MII Policy.

~~Signature & Stamp of statutory auditor or cost auditor of the firm~~

UDIN No. _____

NOTE:

~~If tender value is Rs. 10.00 Crores and above the above certificate needs to be issued through statutory auditor or cost auditor if the OEM is a company and from a practicing Cost Accountant or practicing Chartered Accountant for OEMs other than company.~~



Annexure V – Self-Certificate towards Availability of Office

To
The General Manager (System)
CIL HQ, Kolkata
Sir,

Ref.: GeM Bid Ref No. Dated.....

We, M/s..... hereby submit the following information regarding our Service Functional Registered Office/Head Office/Branch Office in-and-around Kolkata.

We have Functional Registered Office/Head Office/Branch Office in-and-around Kolkata at following locations:

Sl. No.	Full Address	Contact Person Name	Designation	Contact Number
1.				
2.				
3.				
4.				
5.				

(Add as many rows as required)

Date:

Place:

Signature of Authorized Signatory Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company



Technical Specification

Microsoft 365 E5 Unified (without Audio Conferencing)

- Full Office 365 suite with advanced apps
- Enhanced security and compliance features
- Windows 11 Enterprise E5
- Advanced analytics and intelligence
- Premium security features like Defender for Endpoint P2
- Advanced compliance and identity management
- Excludes audio conferencing capabilities

Microsoft 365 E3 Unified

- Full Office 365 suite
- Windows 11 Enterprise E3
- Basic security and compliance features
- Core productivity applications
- Standard collaboration tools

Microsoft Defender for Endpoint

- P2 (Premium):

- Advanced threat protection
- Automated investigation and remediation
- Advanced hunting capabilities
- Threat expertise

- P1 (Standard):

- Basic endpoint protection
- Device control
- Next-generation protection

Entra ID (formerly Azure AD)

- P2:

- Advanced identity protection
- Privileged identity management
- Access reviews
- All P1 features

- P1:



- SSO
- Basic identity management
- MFA
- Conditional Access

Microsoft 365 F3

- Limited Office web apps
- Email and calendar
- Basic collaboration tools
- Frontline worker-focused features
- Simplified device management

Defender for Endpoint F2

- Basic endpoint protection for frontline workers
- Threat detection
- Basic device control

Entra ID F2

- Basic identity management for frontline workers
- Essential authentication
- Basic access management

Microsoft 365 Copilot

- AI-powered assistance in Microsoft 365 apps
- Natural language interactions
- Content generation and analysis
- Meeting insights and summaries
- Requires eligible Microsoft 365 license

Smisha
17/02/25



1. MANAGED SERVICE

The Bidder shall have to perform the following activities as per the scope of work given below, but not limited to

1.1 ONE-TIME IMPLEMENTATION AND GO LIVE

The implementation includes the installation, configuration, integration, deployment, and commissioning of the major services/components/features listed below (indicative only). However, all M365 basic and advanced components/features available under the provided licenses/plans must be deployed, installed, and configured in the cloud and will be part of ongoing managed services.

1. Installation and configuration of **Azure Active Directory (AAD)** for AAD users.
2. Installation and configuration of **Microsoft 365 Desktop Apps** for licensed users.
3. Install **Microsoft Apps for enterprise** on end users' machines.
4. Install **M365 Desktop Apps** such as Office, Teams, OneDrive, etc., on end users' machines and share the SOP for the process and configuration of end-user systems. The bidder should resolve problems faced by the users and the **CIL** IT team.
5. Configure policies to enable **Single Sign-On (SSO)** for authentication on compatible M365 apps.
6. Install apps on common PCs/meeting rooms as required by **CIL**.
7. The bidder shall configure automatic syncing of user documents and folders to **OneDrive**.
8. The bidder shall submit an operational plan for managed services and the escalation matrix for the bidder.
9. The bidder shall configure secure defaults for security services offered within each license type, following industry best practices.

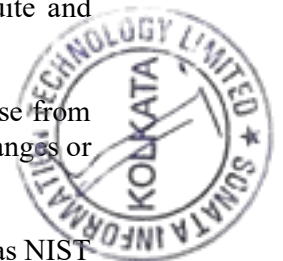
1.2 ONGOING ACTIVITIES WITHIN THE BIDDER'S SCOPE DURING THE CONTRACT PERIOD

The bidder shall also assist in enabling or disabling features as per **CIL's** requirements during the contract period, which are covered under managed support services. The scope listed below is not exhaustive, and the installation, configuration, integration, deployment, and commissioning of any features/components specifically to the current BOQ not specifically mentioned does not exclude them from the bidder's scope.

The bidder shall engage Microsoft FastTrack services to configure the M365 suite and services. This is within the scope of work and at no extra cost to **CIL**.

The bidder shall comply with all **CIL/Government of India** policies, including those from **CERT-In/MeitY, SEBI**, and any other regulatory requirements (including policy changes or revisions).

The bidder shall configure baseline compliance as per international standards, such as **NIST** and **ISO/IEC**, in consultation with the **OEM** and **CIL**.



1.3 OTHER ALLIED FUNCTIONALITIES/SERVICES FOR Microsoft 365 E3 and the Security features available in the procured Licenses is to be configured as per best practice:

- i. Installation and configuration of **Microsoft 365 Desktop Apps** for licensed users.
- ii. Install **Microsoft Apps for enterprise** on end users' machines at all locations.
- iii. Install **M365 Desktop Apps** such as Office, Teams, OneDrive, etc., on end users' machines and share the SOP for the process and configuration of end-user systems. The bidder should resolve problems faced by the users and the **CIL** IT team.
- iv. Configure policies to enable **SSO** for authentication on compatible M365 apps.
- v. Install apps on common PCs/meeting rooms as required by **CIL**.
- vi. The bidder shall configure automatic syncing of user documents and folders to **OneDrive**.

1.4 INSTALLATION AND CONFIGURATION OF MICROSOFT TEAMS FOR LICENSED USERS:

1. Installation of **Microsoft Teams** on all end-user machines and mobile devices (laptops/iPads, etc.), along with sharing the SOP for the process and configuration.
2. Configure **Teams** admin settings and policies in line with **CIL**'s security and privacy policies (including future policy changes).

1.5 DEPLOYMENT OF VIVA ENGAGE AND STREAM:

1. Configure **Viva Engage** as per **CIL** requirements, including branding.
2. Configure **Viva Insights** (personal insights) and **Viva Connections**.
3. Integrate knowledge transfer for the storage and broadcast of event recordings through the **Stream** platform (storage is based on the number of licenses purchased).

1.6 M365 MONITORING AND REPORTING:

1. The bidder will provide access to all standard reports available on the **M365 Portal** for monitoring and reporting.
2. Sample reports include:
 - **M365 Service Dashboard-based Monitoring**
 - Monitor user activity through reports
 - Monitor usage analysis
 - Enable usage analysis
 - Administrator audit logs
 - Message trace

1.7 OTHER REQUIRED ALLIED SERVICES:

1. Suggest optimization requirement for **CIL**'s network according to best practices to ensure the best end-user experience, in collaboration with **CIL**'s IT team.
2. Deploy all **M365 E5** features for OneDrive, Teams, etc.
3. The bidder is required to perform customization/Change Requests (CRs) of the implemented solution after Go-live, as per **CIL**'s requirements under managed support services throughout the contract period.



4. Configure **patch management** and **device management** via **Intune** for all eligible devices.
5. Configure policies for **BYOD** devices.
6. Run the **M365 Deployment Readiness Tool** to address any issues in the environment.
7. Conduct a **M365 Security Assessment** through secure score activity and provide remediation suggestions.

1.8 Preparation, Setup, Configuration, and Implementation of Microsoft 365 Security Services

1.8.1 AAD (Entra ID) Integration with Microsoft 365

1. Check the Tenant details of the destination M365 with the domain verified.
2. Setup of new M365 tenant for CIL and map the licenses to it or map the licenses with existing tenant as per discretion of CIL.
3. Bidder has to configure, maintain and support the Azure Active Directory (AAD) (Entra ID) as Primary **authentication platform** as per latest OEM best practices with security to all employees/devices of CIL (i.e., in addition to proposed licensed M365 users) till the contract period.

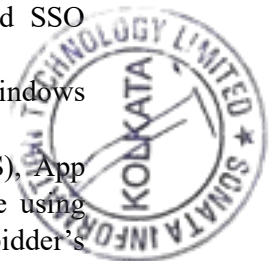
1.8.2 Installation and configuration of Azure Active Directory for AAD users.

1. Deploy all the Users in Workgroup.
2. Configure Multi-Factor Authentication & Conditional access for Microsoft365 apps.
3. Configure SSO for compatible Microsoft applications like SharePoint & OneDrive (SSO on compatible browser).
4. Enable self-service password reset capability for all eligible users.
5. Configure Privileged Identity Management and Identity Protection policy for Microsoft 365 E5 users.
6. Configure sign-in and account risk policies with automatic remediation and/or actions like limit user/block user/enforcing password reset/re-initiate MFA.
7. Implement risk-based conditional access policies to protect user accounts and resources from malicious attacks.

1.8.3 Install and Configure SSO and MFA

1. Configuration of MFA (Multi-Factor Authentication), Conditional access and SSO (Single Sign-On) for M365
2. The SSO shall be available for compatible browser-based applications for all Windows OS types including Professional and enterprise version.
3. Multi factor Authentication shall include Various factors like Call, OTP (SMS), App notification, App soft token, biometric (when supported by the mobile device using Microsoft Authenticator app) provisioning of SMS delivery/Gateway shall be in bidder's scope without any additional cost to CIL till contract period.

1.8.4 Installation and configuration Microsoft Intune for Intune Users



1. Configure Intune Mobile Device Management (MDM) and Mobile Application Management (MAM) for all BYOD Devices enabling: -
 - Support a diverse mobile environment and manage iOS/iPad OS, Android, Windows, and MAC OS devices securely.
 - Make sure devices and apps are compliant with CIL security requirements.
 - Create secured by default policies that help keep CIL data safe on organization-owned and personal devices.
 - Use of a single, unified mobile solution to enforce these policies, and help manage devices, apps, users, and groups.
 - Protect CIL information by helping to control the way employee accesses and shares his/her data.
2. Configure Intune and Mobile Application Management (MAM) for all BYOD Devices with information to the users enabling the following App management functionalities.
 - Add and assign apps to devices and users on Intune enrolled devices.
 - Assign apps to devices not enrolled with Intune on Smartphone/Tablet devices.
 - Use app configuration policies to control the start-up behavior of apps.
 - Protect company data in apps with app protection policies.
 - Remove only corporate data from an installed app (app selective wipe).
 - Optional installation of devices from the Company Portal (available installation).
 - Apps from a store
3. Create App protection policies for devices.
4. Configure Device Compliance Policies and device configuration profile.
5. Configure Device guard, Application guard, and exploit guard policy for Windows 10/11 Enterprise.
6. Configure and activate available security features on licensed devices.
7. Configure and deploy Bit locker policy on Windows 10 or Windows 11 machines.
8. Configure Intune edition upgrade profile for all BYOD Devices. Configuration allows users to upgrade the edition of Windows on their personal devices managed by Intune
9. Configure MDATP (Microsoft Defender for Endpoint) on boarding policy for Windows and Mac endpoints for eligible users with valid licenses.
10. Setup Device enrolment policy for all eligible users.
11. Deploy policies on all smartphone/tablet /BYOD devices licensed for the subscription.
12. Setup Device enrolment policy for all eligible users.
13. Management Dashboard/Portal of OEM shall be provided for enrolment/configuration of devices/polices & management.
14. Deployment Handover and Knowledge transfer session with SOPs, relevant documents etc. as per requirement of CIL.

1.8.5 Microsoft Information Protection

1. Configure labels for manual and automatic document classification.
2. Configure Azure Information Protection (AIP) Policies, keywords, defined PII data, and regex patterns for AIP users for the compatible applications.
3. Configure AIP policy for manual document classification for AIP users for compatible document types.



4. Deploy Azure Information Protection UL client on supported platforms for all licensed users.
5. Deploy AIP Scanner for classification of files stored in File Servers (Windows-based only)
6. Set up permissions for admins.
7. Set up custom SITs (Sensitive Information Types) as per the detection requirements.
8. Enable labelling in SharePoint and OneDrive if not enabled by default.
9. Set up custom ML-based classifiers for sensitive content for E5 users.
10. Create and Publish Labels: Identify data classification requirements and create the required sensitivity labels.
11. Create and Publish Labels: Restrict access to content by using sensitivity labels to apply encryption.
12. Create and Publish Labels: Restrict access to content by using sensitivity labels via rights management.
13. Create and Publish Labels: Set up auto-label policies to enable automated recommendations for labelling based on content detection.
14. Use sensitivity labels with Microsoft Teams, Microsoft 365 groups, and SharePoint sites.
15. Use sensitivity labels to set the default sharing link for sites and documents in SharePoint and OneDrive.
16. Auto classification based on keyword/regex for E5 users.

1.8.6 Installation and configuration of E5 Components

1. Installation and configuration of Microsoft Defender for Cloud App (Microsoft Cloud App Security) users

- Configure Cloud App Security policy like copy paste block, PII document on OneDrive and SharePoint.
- Configure upload & download document policy for MCAS (Microsoft Cloud App Security) users.
- Configure alert and notification of any policy violation to Admin.
- Deploy Cloud App Security Policies for MCAS users- shadow IT discovery with MDATP, API integration with Office 365 Apps for activity and file monitoring and sessions controls.

2. Installation and configuration of Microsoft Defender endpoint Plan 2.

- Configure supported devices such as Windows 11 Ent, Mac OS or Mobile OS if supported in future for MDATP Users.
- Configure MDATP policy for MDATP users.
- Integrate MDATP with Intune, Cloud app security.
- Making available role based Out of the box reports and dashboards.

1.8.7 Upgrade Windows 10/11 Pro to Windows 11 Enterprise for License users

1. Upgrade eligible/compatible Windows machines to Windows 11 Enterprise as per license eligibility and share the SOP of the process.



2. Configure Device Guard/credential guard policy on Windows 10/11 Enterprise machines through Intune.
3. Configure Windows Hello/password less biometric authentication for supported hardware devices for the designated users.
4. CIL will ensure that the original Windows OS is installed on the devices before proceeding with the OS upgrade on the designated devices.

1.8.8 Installation, Setup and configuration of DLP for M365

1. Configure DLP for compatible M365 Applications
2. Create sensitive information types.
3. DLP policies implementation as per the best practices.
4. Create reports, weekly and monthly as per report generation schedule provided by MS.
5. Prepare SOP to create DLP policies.

1.8.9 The following minimum specification and features of M365 E3 with E5 Productivity Apps are available for the supplied licenses:

a. Microsoft 365

1. Microsoft 365 Apps for enterprise Install Office client apps—Word, Excel, PowerPoint, OneNote (PC only), and Access (PC only) - on up to five PCs or Macs, five tablets, and five smartphones per user.
2. Office on the web Create, share, and collaborate with Office on the web.
3. Exchange – 100 GB Primary email Box with 1.5 TB auto archiving and legal hold Work smarter with business-class email and calendaring.
4. Microsoft Teams Chat, meet, share files and work with business apps within a shared workspace.
5. Viva with enterprise social networking.
6. Office for mobile Use Office apps designed for Windows mobile devices and tablets.
7. Outlook Connect and stay organized with email, calendar, and contacts all in one place.
8. Bookings Simplify how customers schedule and manage appointments.
9. SharePoint Share and manage content, knowledge, documents and applications to empower teamwork.
10. Microsoft OneDrive for work – 1 TB/User Access, share and collaborate on files from anywhere.
11. Microsoft Stream Engage and inform with intelligent video.
12. Power Apps - Build the business apps you need and extend or customize the apps you already use and should integrate with any compatible 3rd party on-premise or cloud solution or ERP like Oracle or database like PostgreSQL/MySQL/MS SQL Server.
13. Power Virtual Agents for Teams Respond to business needs with custom chatbots for Teams.
14. Microsoft Planner Organize teamwork with intuitive, collaborative, visual task management.
15. Microsoft 365 Admin Center Manage applications, services, data, devices and users across your Microsoft 365 services.



16. Microsoft Lists Stay on top of it all with Microsoft Lists, the smart information tracking app.
17. Sway Create visually striking newsletters, presentations, and documentation in minutes.
18. Power Automate for Microsoft 365 Make repetitive tasks easy with workflow automation.
19. Dataverse for Teams Build with confidence on a low-code database for Teams.
20. Microsoft To Do Plan your day and manage your life.

b. Advance Security & Compliance:

1. Microsoft Security and Compliance Centre Monitor your overall compliance posture, review recommended actions and configure settings to meet complex compliance obligations.
2. E-discovery and retention find relevant data with basic organization-wide or location-wide retention policies, Teams retention policies, core e-discovery and litigation hold.
3. Microsoft Defender Antivirus: Protect your organization against sophisticated attacks such as phishing and zero-day malware.
4. Data Loss Prevention for exchange online and files Identify, monitor, and help protect sensitive items automatically by using deep content analysis for compatible M365 Applications.
5. Microsoft Defender Antivirus: Use a cloud-based solution that helps protect your organization's identities from multiple types of advanced targeted cyberattacks.
6. Microsoft Defender for Cloud Apps View apps used in your organization, identify and combat cyber threats and monitor and control data travel in real time.
7. Information protection and governance Identify risks by locating data and understanding how it is used. Help safeguard data where it lives by configuring protection and retention labels.
8. Insider risk management Use native and third-party signals with built-in privacy controls to identify, investigate, and remediate malicious and inadvertent activities in your organization.

c. Windows Endpoints:

1. Windows for Enterprise Powerful for employees. Consistent for IT. Secure for all.
2. Credential Guard Protect derived domain credentials.
3. Device Guard Help prevent malicious code from running by ensuring only known good code can run.
4. Endpoint Analytics Review and monitor an extensive amount of data about the state of devices in your deployment.
5. Microsoft Endpoint Configuration Manager Deploy software, protect data, monitor health, and enforce compliance across all devices in your organization within a unified management console.
6. Windows Hello Sign in to laptops, tablets, devices, or apps fast and password-free.
7. Direct Access Connect remote users without the need for traditional Virtual Private Network (VPN) connections.
8. Microsoft Defender Antivirus Protect against software threats like viruses, malware, and spyware across M365 apps, other compatible apps, the cloud, and the web.



9. BitLocker Prevent threats of data theft or exposure from lost, stolen, or inappropriately decommissioned computers.
10. Windows Autopilot Simplify the way devices get deployed, reset, and repurposed, with an experience that is zero touch for IT.
11. Windows Information Protection Protect enterprise apps and data against accidental data leaks on enterprise and personal devices.

d. Device Management and Security

1. Azure Active Directory Premium 1 & Enhance security, simplify access, and set smart policies with a single identity platform.
2. Mobile device management Manage company security policies and business applications, while helping maintain users' privacy on their personal devices.
3. Microsoft Intune Enable your workforce to be productive on all their mobile devices, while helping to keep your organization's information protected.
4. Microsoft Secure Score Increase your visibility and control over your organization's security posture with a centralized dashboard.
5. Microsoft Defender for Endpoint A unified endpoint security platform for preventative protection, post-breach detection, automated investigation, and response.
6. Azure Information Protection Plan 2 Discover, classify, label, and protect sensitive documents and Exchange online emails for E5 users.

1.8.10 Documentation and Training for Administrators/IT Officials & End-user Adoption

1. Documentation:

The Bidder shall maintain the following documents shall not limited to:

- Project Plan with detailed milestones
- The selected bidder to provide AS-IS & TO-BE which includes Solution Technical Architecture for the solution after.
- Documents on Solution Overview, Functional & Flow level, Overall Network flow, Implementation, Integration & Configurations, Cyber System Provisions of M365 Suite with E5
- Testing/UAT Documents
- Standard Operating Procedures (SOPs) of implemented M365 Suite with E5
- Configuration Document of M365 Suite with E5
- SOPs & Operations Plan for Managed Services on Post Implementation
- Escalation Matrix of Bidder and OEMs
- Exit Plan

All the above document shall be shared with CIL on request/ during exit management.



12. Training for Administrators/IT Officials & End-user Adoption:

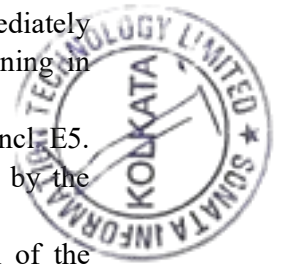
- a) **Training for Administrators/IT Officials on M365 - Suite with E5 and Co-Pilot:**

- The bidder should provide IT Administrator level onsite training on all components of M365 - Suite with E5 and Co-Pilot to the CIL's Administrators/IT Officials (Max.10 officials).
- All cost for conducting the IT Administrator training incl. material & relevant documents (Soft Copy) on M365 - Suite with E5 and Co-Pilot all components are included in the scope of the bidder.
- Timeline for Administrator training shall be finalized with the successful bidder on mutually agreed dates as per Training Plan submitted by successful bidder.
- The selected bidder shall provide full day Administrator training session to the designated officials of CIL, through Microsoft's Certified (relevant technologies) professional on the installation, configuration, operation, functionalities, maintenance, troubleshooting, support & administration for the various components of the proposed solution (M365 – Suite incl. Power-BI with E5 and Co-Pilot all components).
- Bidder should provide SOP documents for all above service of M365 with E5
- Day to day IT Administrator level remote training session on the M365 components with E5
- Continuous adoption activities to be performed by the bidder
- Bidder should provide any other document relevant for the completion of the contract at no extra cost to CIL.

b) Training for End Users adoption on M365 - Suite with E5 and Co-Pilot:

- The bidder should provide End User Level onsite/remote training on all components of M365 - Suite with E5 and Co-Pilot to all Licensed Users of CIL.
- All cost for conducting the trainings & soft copy materials are included in the scope of the bidder.
- Timeline for End User level training shall be finalized with the successful bidder on mutually agreed dates as per Training Plan submitted by successful bidder.
- Conduct adoption activities (including but not LIMITED to virtual demo/virtual trainings/workshops/emailers/e-posters) for CIL end-users on weekly basis for all Microsoft365 services including but not LIMITED to Office desktop/mobile apps, Teams, OneDrive for Business, Stream, Yammer, Forms, Power BI, SharePoint Online, Windows 10 Enterprise various end user features like BitLocker, Intune, AIP, AAD, AAD App Proxy, E5 components.
- Day to day end user level remote training session on the all M365 user level components incl. E5 and their usages and features for all the users immediately after Go-Live. Bidder shall schedule the appropriate batch size for training in consultation with CIL.
- End user level remote training session on all M365 user level components incl. E5.
- Continuous adoption activities as per the current BOQ to be performed by the bidder as per requirement of CIL.
- Bidder should provide any other document relevant for the completion of the contract at no extra cost to CIL.

13. Bidder shall provide on-premises/onsite support service by posting resident manpower at CIL HQ (Kolkata).



13.1 Resident Engineer for Support

- 1) To resolve the day-to-day operational issues and to support the end users of CIL, Vendor will deploy at least One (1) number of resident manpower at CIL site to manage end user support on all working days of CIL, except Saturday, Sunday and public holiday. The manpower shall include 1 person in General Shift (9:30 AM to 6:30 PM) from Monday to Friday. If required/necessary/emergencies, Microsoft 365 Endpoint Administrator Associate Engineer should be available on extended shifts including Saturday, Sunday and public holiday at no extra cost to CIL.
- 2) Onsite Resident Engineer for End User Support shall be responsible for handling user logged complaints/incidents, respond to user and to resolve the issues.
- 3) The Resource(s) (Resident Engineer) **should be Certified for Microsoft 365 Endpoint Administrator Associate or Microsoft 365 Administrator or Microsoft 365 Certified Security Administrator Associate** and the Resource(s) (Resident Engineer) should have prior experience of managing M365 deployment for a minimum of 3 years. The bidder should deploy bidder's on-roll full-time/regular manpower and provide the CV of such resource should be certified by Bidder's HR along with the bid.

14 The high-level scope of work for this resource will be as below,

1. Standard incident support for M365 including SSO, EMS, MS Teams, etc.
2. Understanding of M365 features and services including E5 and other compatible M365 Applications.
3. Managing Day to day operations and support.
4. Assess and advise changes on CIL's M365 infrastructure.
5. Help CIL to follow the M365 best practices.
6. Understanding and Hands-on over the Microsoft Enterprise Mobility and E5-Security Service.
7. Understanding of Windows 11 Enterprise support.
8. Hands-on over Windows Defender services.
9. End user support.
10. End User device OS Patching using patching tool (Intune).
11. Remote support to other site end users.
12. Bidder shall be responsible for timely and successful patching of all identified end user devices running Windows 11 Enterprise OS as per CIL IT policy

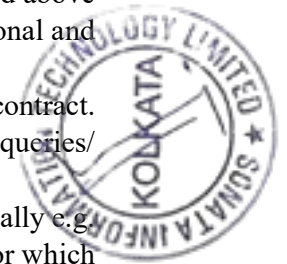
15 Common activities

1. The bidder shall configure features and other services subscribed by CIL as per requirement during the contract period at no extra cost.
2. Escalation Matrix up to country head level should be in place and provided to CIL.
3. Bidder shall deploy its technical team i.e., Resident engineer at CIL premises for minimum three (3) years.
4. Bidder shall extend shared remote Engineers for escalation and unresolved issues.
5. The onsite resource shall be responsible for configuration, operation, support, maintenance and troubleshooting of M365 services including but not LIMITED to

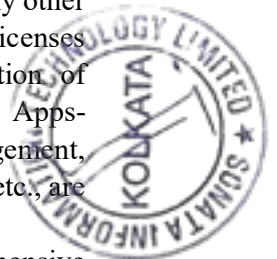


creation/ disable/ modification of user, group creation and modification, enable/disable various permissions etc. The onsite resource shall address the issues related to all facilities and services as part of the proposed solution except email and other 3rd party application and services and provide a solution till the contract period at no extra cost to CIL.

6. The onsite resource shall be responsible for managing day-to-day operations of M365 within the organization. This may include adding new users, creating groups, setting permissions, troubleshooting issues etc., deployment of new features or functionality after testing, overall managing & reporting of all services/components included in the Project, till the contract period at no extra cost to CIL.
7. Team deployed by the Service Provider to maintain the implemented solution should be competent and proficient.
8. Engineers should be experienced professional, having excellent communication skills. CIL IT team may take interview/review of the engineer (s) before being posted in CIL office. This process will be followed in case engineer(s) is replaced during the contract period.
9. Bidder should give one-month notice in advance in case of replacement of any deployed manpower, with minimum 3 weeks of handholding to the replacement.
10. Apart from holiday, monthly two-days leave shall be permitted for Support Engineer. However, suitable backup engineer(s) should be deployed in place of long leave.
11. The support person(s) shall have to provide services in odd hours including holidays as per special requirements (during emergency and requirement of CIL) with no additional cost to CIL.
12. In addition to the on-premises End User Support, Microsoft's on-line Help Desk should also be accessible 24x7x365 to all CIL users through online support, E- mail and Telephonic Support and SLA as per Microsoft license agreement shall be applicable. CIL on-premises support and helpdesk shall in no way absolve OEM of its support services included in the Solution as per the license.
13. CIL administrators may ask for assistance on urgent basis from OEM to resolve critical issues, Project manager assigned for CIL by the successful bidder, shall assist and coordinate with OEM for such cases including his other responsibilities for the contract.
14. The bidder has to perform installation/configuration/deployment for all in-scope services specified above for CIL users' licensed devices either at CIL IT desk or remotely.
15. The bidder has to provide ongoing support for all in-scope services specified above to all licensed CIL users' - and their devices - office devices as well as personal and home devices that run M365 to enable remote working.
16. Escalation Matrix should be in place and provided to the CIL at the start of contract.
17. The bidder should also have an integrated service desk portal for raising user queries/tickets and real time updates.
18. The bidder should have the ability to generate SLA and MIS reports periodically e.g volume of call per day, resolution percentage, categories of the issues etc. for which calls/ mails/ tickets are received.
19. Bidder shall provide a Service Health Dashboard report.



20. Since large number of call requests is expected during rollout period, the help desk should initially be manned by additional resources for 90 days.
21. Issues pertaining to CIL Network and hardware viz. Desktops/ Mobile devices/on-premises server of CIL will be out of the support SLA and will be CIL's responsibility to the extent support for the issues being restricted to only Hardware / CIL network.
22. Service Provider shall have Back-to-back support arrangement with the Microsoft for all Services / Components mentioned in Financial Price Bid & Scope of Work and it would be the responsibility of the Service Provider to co-ordinate with Microsoft for early resolution of issues for the entire term of the contract.
23. Background check & NDA (Non-disclosure Agreement) for Support and Managed Services resources:
 - The successful bidder shall provide a declaration that background verification has been carried out successfully without any adverse finding for all the Support and Managed Services resources proposed to be deployed at CIL.
 - All the resources being deployed at CIL have to sign the NDA (Non- Disclosure Agreement) as per format provided by CIL.
 - The bidder and the deployed resources need to ensure that no data/information of CIL goes out or be made public and bidder is liable for any leakage of data.
24. No extra payment will be made to the vendor for deployment of extra resources required to meet desired support and also to meet the SLA.
25. During Managed Support Services, the deployed onsite team/bidder has to perform all tasks assigned by CIL including Change Management, Customizations of the Solution, Change Requests (CRs), Updation/Upgradations, Configurations, Installations, Integrations, development, documentations, deployment, CRUD operations, Power BI, Microsoft teams/ OneDrive related operations/support, onsite support/help at any CIL site offices/Officers level/Camp offices/Project offices, etc., till the contract period at no extra cost to CIL .
26. In case, the deployed onsite team/Engineers are unable to address/ resolve/ attend/mitigate the issue in the defined timeline of CIL, then the offsite expert team of the bidder should provide support to onsite team (or) address/ resolve/ attend/mitigate the issue (or) with the support from OEM in time bound manner. Bidder should resolve all critical issues in time bound manner as defined by CIL.
27. All IT Security Vulnerabilities/Attacks should be mitigated and resolve by the bidder (or) with the support from OEM's IT Security.
28. In addition to Financial Price Bid items, bidder has to supply & implement any other required items like Hardware, Software (System, Application, Database), Licenses at CIL (Onsite) during managed support services on post implementation of Microsoft 365 Suite E3 with E5, Power BI, M365 Apps-Office/OneDrive/Teams/etc., any required services like device management, configuration management, Inventory Management, OS Image deployment, etc., are in the scope of bidder.
29. Bidder shall also perform Preventive Maintenance, Comprehensive Warranty/Maintenance, Repair/Replacement of Faulty Parts / Equipment provided by the bidder, provide any Addition/Deletion of Items (Hardware/Software/Licenses)



during managed support service period and any other services/facilities as per requirement of CIL at no extra cost till the contract period.

16 Project Management and solution Architecture

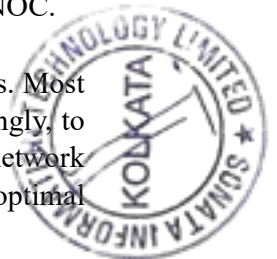
1. Successful bidder shall appoint a Delivery Project Manager with minimum 5 years of experience, to manage and coordinate the entire project starting from project kick-off date till validity of the contract period.
2. Project Manager would be the single point of contact during the contract period regarding all issues pertaining to the project including service and help desk. The details of project manager shall be provided on project Kick off date.
3. Project manager shall be present onsite, if required, to resolve critical issues or periodic review meetings.
4. The bidder should carry out the Entire project management in consultation with OEM and CIL to ensure timely and quality delivery of the Project.
5. Successful bidder must submit a Solution Document as per the Best Practices of Microsoft along with technical bid before start of the project which shall include but not LIMITED to:
 - Project Plan with detailed milestones to be provided by selected bidder.
 - Bidder has to plan & follow the Project Management structure. Regular review meetings between Bidder's Project manager/team with IT In-charge of CIL and the team on the overall progress, any risks/blockers identified, any dependencies, support required from CIL with respect to Project implementation and post-implementation support.

17 24x7 Managed Service Desk (MSD)

1. Managed Service Desk is the primary point of contact for all incidents and service requests and acts as fall back to the onsite resources, MSD team is equipped to provide quick response, categorization of the incidents and SOP based basic support. MSD can serve service requests and in case required can loop in correct technical resource in time.
2. Support window means the availability of support personnel to respond to CIL LIMITED request and support the CIL troubleshooting the issues. The support window will be 24 X 7 i.e. 24 hours a day, 7 days a week.

18. 24x7 Network Operations Centre (NOC)

1. OEM should operate NOC & should be available 24X7 to monitor and extend operational support for the incidents raised due to the degraded or no services of M365 Suite on the CIL IT infrastructure. All remote monitoring and support will be provided from NOC.
2. **Network Monitoring Requirements for accessing Microsoft Cloud Services:**
 - Network bandwidth is a key component in providing cloud services to the users. Most of the user would be accessing the Cloud services from CIL Network. Accordingly, to provision adequate network resources, the bidder shall submit the tentative network bandwidth requirement for the cloud services offered under this solution for optimal experience.
3. **Optimum Utilization of Network resources:**
 - The successful bidder shall take necessary steps for the optimized working of the M365 Solution. This Activity should be done every 6 months & report thereof be shared with



General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on day of bid submission, between on one hand, Coal India Limited / Subsidiary Cos. (hereinafter called the "BUYER / Principal", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and Undersigned who is authorized to sign the bid (hereinafter called the "BIDDER/Seller/Contractor" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure the tendered Stores/Equipment/Items/Goods and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Central Public Sector Unit.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

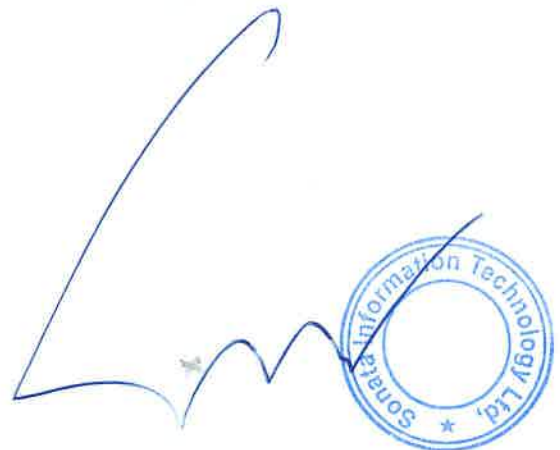
Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows: Preamble

The Principal intends to award contract/s for Microsoft 365 License and managed services, under laid down organizational procedures, The Principal values full compliance with all relevant laws of the land, rules, regulations, economical use of resources, and fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

To achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the abovementioned principles.

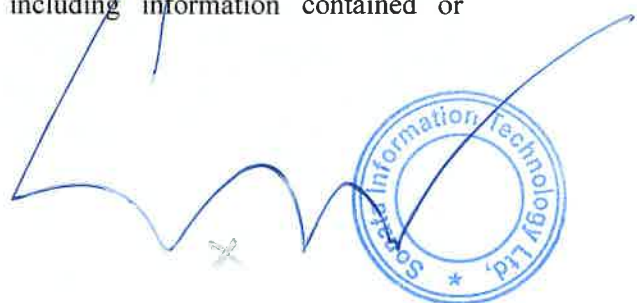
Section 1 – Commitments of the Principal

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- 1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal shall treat all Bidder(s) with equity and reason during the tender process. The Principal shall, in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in the tender process or the contract execution.
 - c. The Principal shall exclude from the process all known persons having conflict of interest.
- 2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and in addition shall initiate disciplinary proceedings.

Section 2 – Commitments of the Bidder(s)/ Contractor(s)

- 1) The Bidder(s)/ Contractor(s) commits themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commits themselves to observe the following principles during participation in the tender process and the contract execution.
 - a. The Bidder(s)/ Contractor(s) shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which they are not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or the execution of the contract.
 - b. The Bidder(s)/ Contractor(s) shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in violation of the Competition Act, 2002 (as amended from time to time). This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the tender process.
 - c. The Bidder(s)/ Contractor(s) shall not commit any offence under the relevant IPC/PC Act; further, the Bidder(s)/ Contractor(s) shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.



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- d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details, as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers,” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative must be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed on Annex hereto.
 - e. The Bidder(s)/ Contractor(s) shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
 - f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision.
- 2) The Bidder(s)/ Contractor(s) shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from the tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per laid down procedure to debar the Bidder(s)/Contractor(s) from participating in the future procurement processes of the Government of India.

Section 4 – Compensation for Damages

- 1) If the Principal has disqualified the Bidder(s) from the tender process before the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- 2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

- 1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 2) If the Bidder makes an incorrect statement on this subject, the Principal shall act like para 2) of Section 4 above.



Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors

In the case of Sub-contracting, the Principal Contractor shall take responsibility for adopting the Integrity Pact by the Sub-contractor.

- a. The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
- b. The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of the conduct of a Bidder, Contractor, or Subcontractor, or of an employee or a representative or an allied firm of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor

- 1) The Principal shall appoint competent and credible Independent External Monitor(s) for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review, independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- 2) The Monitor is not subject to instructions by the parties' representatives and performs their functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for them to treat the information and documents of the Bidders/Contractors as confidential. They report to the Management of the Principal.
- 3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction, all Project documentation of the Principal, including that provided by the Contractor. Upon their request and demonstration of a valid interest, the Contractor shall also grant the Monitor unrestricted and unconditional access to their project documentation. The same applies to Subcontractors.
- 4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and 'Absence of Conflict of Interest.' In case of any conflict of interest arising later, the IEM shall inform the Management of the Principal and recuse themselves from that case.
- 5) The Principal shall provide the Monitor with sufficient information about all meetings among the parties related to the Project, provided such meetings could impact the contractual relations between the Principal and the Contractor. The parties offer the Monitor the option to participate in such meetings.
- 6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, they shall inform the Management of the Principal and request the Management to



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discontinue or take corrective action or other relevant action. The Monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.

- 7) The Monitor shall submit a written report to the Management of the Principal, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 8) If the Monitor has reported to the Management of the Principal a substantiated suspicion of an offence under the relevant IPC/ PC Act, and the Management of the Principal has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 9) The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders, 6 months after the contract has been awarded. Any violation of the same would entail disqualifying the bidders and exclusion from future business dealings. If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged / determined by the Management of the Principal.

Section 10 – Other provisions

- 1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the place from where the Tender/ Contract is issued.
- 2) Changes, supplements, and termination notices must be submitted in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement according to their original intentions.
- 5) Issues like Warranty / Guarantee, etc., shall be outside the purview of IEMs.
- 6) In the event of any contradiction between the Integrity Pact and its Annex, the Clause in the Integrity Pact shall prevail.

For Sonata Information Technology Ltd.

Authorised Signatory

(For & On behalf of the Principal)
(Office Seal)

(For & On behalf of Bidder/ Contractor)
(Office Seal)

Place Date

Witness 1: _____
(Name & Address)

Witness 1: _____
(Name & Address)





SONATA INFORMATION TECHNOLOGY LIMITED



CMMI DEV/5
Level 5

To

The General Manager (System)
CIL HQ, Kolkata
Coal India Limited
Kolkata, West Bengal, India

Subject: **Escalation Matrix**

Bid Reference: GEM/2025/B/6911041 Dated 26-11-2025 for Procurement of Microsoft M365 Licenses and Managed Service

Level of Escalation	Name of the Associate	Designation	Contact No	Email	Requirements
Single Point of Contact (SPOC)	Daipayan Chakraborty	Project Lead	9830619596	Daipayan.c@sonata-software.com	Project head
Level 1 Escalation	Bodrul Alam	Account Manager	9903314578	Bodrul.a@sonata-software.com	Should be at least one step higher than project head
Level 2 Escalation	Vinay Joshi	Regional Head	9830633661	Vinay.J@sonata-software.com	Not below the rank of Regional head
Level 3 Escalation	G.Sathya Narayanan	Project Delivery Head (India)	9952222813	Sathya.G@sonata-software.com	Not below the rank of country head

Vinay Joshi



Vinay Joshi
Regional Sales Director- East
Sonata Information Technology Limited

Dated : Kolkata

16th December, 2025



SONATA INFORMATION TECHNOLOGY LIMITED



CMMIDEV/5

Dt: 16/12/2025

To,
COAL INDIA,
COAL BHAWAN, PREMISES NO.04,
PLOT NO. AF III, MAR, ACTION AREA 1A,
NEW TOWN, RAJARHAT, KOLKATA - 700156

Technical Compliance: RFP Ref. No: GEM/2025/B/6911041, Date of issue: 26-
November-2025

We, Microsoft Corporation (India) Private Limited, as on the date of this letter, hereby confirm the following:

S. No.	Technical Specifications Compliance	(Yes/No)
1	M365 E5 Unified (Without Audio Conferencing)	
i	Full Office 365 suite with advanced Apps	Yes
ii	Enhanced Security and Compliance features	Yes
iii	Windows 11 Enterprise E5	Yes
iv	Advanced Analytics and Intelligence	Yes
v	Premium Security features like Defender for Endpoint P2	Yes
vi	Advanced Compliance & Identity Management	Yes
vii	Excludes Audio conferencing capabilities	Yes
2	Microsoft 365 E3 Unified	
i	Full O365 Office Suite	Yes
ii	Windows 11 Enterprise E3	Yes
iii	Basic Security and Compliance features	Yes
iv	Core Productivity Applications	Yes
v	Standard Collaboration tools	Yes
3	Microsoft Defender for Endpoint P2 (Premium)	
i	Advanced threat protection	Yes
ii	Automated Investigation & Remediation	Yes
iii	Advanced hunting capabilities	Yes
iv	Threat Expertise	Yes
4	Microsoft Defender for Endpoint P1 (Standard)	
i	Basic Endpoint protection	Yes
ii	Device control	Yes
iii	Next-generation protection	Yes
5	Entra ID (formerly Azure AD P2)	
i	Advanced Identity Protection	Yes
ii	Privileged Identity management	Yes
iii	Access Reviews	Yes

Vim

SUITE NO. N-215, IDEAL PLAZA, 11/1, SARAT BOSE ROAD, KOLKATA - 700 020, INDIA.
TEL : +91-33-2289 1202 TO 03, +91-33-4603 9645, 4073 0556 FAX : +91-33-2289 1207
REGD OFF: 207-208, T. V. INDUSTRIAL ESTATE, S. K. AHIRE MARG, WORLI, MUMBAI - 400 030.
CORPORATE OFF : FIRST FLOOR, APS TRUST BUILDING, BULL TEMPLE ROAD, N R COLONY, BENGALURU - 560 004.

iv	All P1 features	Yes
6	Entra ID P1	
i	SSO	Yes
ii	MFA	Yes
iii	Basic Identity Management	Yes
iv	Conditional Access	Yes
7	Microsoft 365 F3	
i	Limited Office Web Apps	Yes
ii	Email and calendar	Yes
iii	Basic collaboration tools	Yes
iv	Frontline worker focused features	Yes
v	Simplified device management	Yes
8	Defender for Endpoint F2	
i	Basic endpoint protection for frontline workers	Yes
ii	Threat detection	Yes
iii	Basic Device Control	Yes
9	Entra ID F2	
i	Basic identity protection for frontline workers	Yes
ii	Essential Authentication	Yes
iii	Basic Access management	Yes
10	Microsoft 365 Copilot	
i	AI-powered assistance in Microsoft 365 apps	Yes
ii	Natural language interactions	Yes
iii	Content generation and analysis	Yes
iv	Meeting insights and Summaries	Yes
v	Requires eligible Microsoft 365 license	Yes



Sl.No.	Item Description	Compliance (Yes/No), Remarks
11	MANAGED SERVICE:	
11.1	ONE-TIME IMPLEMENTATION AND GO LIVE. The implementation includes the installation, configuration, integration, deployment, and commissioning of the major services/components/features listed below (indicative only). However, all M365 basic and advanced components/features available under the provided licenses/plans must be deployed, installed, and configured in the cloud and will be part of ongoing managed services.	Yes
1	Installation and configuration of Azure Active Directory (AAD) for AAD users.	Yes
2	Installation and configuration of Microsoft 365 Desktop Apps for licensed users.	Yes
3	Install Microsoft Apps for enterprise on end users' machines at all locations.	Yes
4	Install M365 Desktop Apps such as Office, Teams, OneDrive, etc., on end users' machines and share the SOP for the process and configuration of end-user systems. The bidder should resolve problems faced by the users and the CIL IT team.	Yes
5	Configure policies to enable Single Sign-On (SSO) for authentication on compatible apps.	Yes
6	Install apps on common PCs/meeting rooms as required by CIL.	Yes
7	The bidder shall configure automatic syncing of user documents and folders to OneDrive.	Yes
8	The bidder shall submit an operational plan for managed services and the escalation matrix for the bidder and OEM.	Yes
9	The bidder shall configure secure defaults for security services offered within each license type, following industry best practices.	Yes
11.2	ONGOING ACTIVITIES WITHIN THE BIDDER'S SCOPE DURING THE CONTRACT PERIOD	
	The bidder shall also assist in enabling or disabling features as per CIL's requirements during the contract period, which are covered under managed support services. The scope listed below is not exhaustive, and the installation, configuration, integration, deployment, and commissioning of any features/components specifically to the current BOQ not specifically mentioned does not exclude them from the bidder's scope.	Yes
	The bidder shall engage Microsoft FastTrack services to configure the M365 suite and services. This is within the scope of work and at no extra cost to CIL.	Yes
	The bidder shall comply with all CIL/Government of India policies, including those from CERT-In/MeitY, SEBI, and any other regulatory requirements (including policy changes or revisions).	Yes.
	The bidder shall configure baseline compliance as per international standards, such as NIST and ISO/IEC, in consultation with the OEM and CIL.	Yes.
11.3	OTHER ALLIED FUNCTIONALITIES/SERVICES FOR Microsoft 365 E3 and the Security features available in the procured Licenses is to be configured as per best practice:	Yes
	i. Installation and configuration of Microsoft 365 Desktop Apps for licensed users.	Yes
	ii. Install Microsoft Apps for enterprise on end users' machines at all locations.	Yes
	iii. Install M365 Desktop Apps such as Office, Teams, OneDrive, etc., on end users' machines and share the SOP for the process and configuration of end-user systems. The bidder should resolve problems faced by the users and the CIL IT team.	Yes
	iv. Configure policies to enable SSO for authentication on compatible apps.	Yes
	v. Install apps on common PCs/meeting rooms as required by CIL.	Yes
	vi. The bidder shall configure automatic syncing of user documents and folders to OneDrive.	Yes
11.4	INSTALLATION AND CONFIGURATION OF MICROSOFT TEAMS FOR LICENSED USERS:	
1	Installation of Microsoft Teams on all end-user machines and mobile devices (laptops/iPads, etc.), along with sharing the SOP for the process and configuration.	Yes
2	Configure Teams admin settings and policies in line with CIL's security and privacy policies (including future policy changes).	Yes
11.5	DEPLOYMENT OF VIVA ENGAGE AND STREAM:	
1	Configure Viva Engage as per CIL requirements, including branding.	Yes



Sl.No.	Item Description	Compliance (Yes/No), Remarks
2	Configure Viva Insights (personal insights) and Viva Connections.	Yes
3	Integrate knowledge transfer for the storage and broadcast of event recordings through the Stream platform (storage is based on the number of licenses purchased).	Yes
11.6	M365 MONITORING AND REPORTING:	
1	The bidder will provide access to all standard reports available on the M365 Portal for monitoring and reporting.	Yes
2	Sample reports include:	
	M365 Service Dashboard-based Monitoring	Yes
	Monitor user activity through reports	Yes
	Monitor usage analysis	Yes
	Enable usage analysis	Yes
	Administrator audit logs	Yes
	Message trace	Yes
11.7	OTHER REQUIRED ALLIED SERVICES:	
1	Optimize CIL's network according to best practices to ensure the best end-user experience, in collaboration with CIL's IT team.	Yes
2	Deploy all M365 E5 features for e-mail, OneDrive, Teams, etc.	Yes.
3	The bidder is required to perform customization/Change Requests (CRs) of the implemented solution after Go-live, as per CIL's requirements under managed support services throughout the contract period.	Yes.
4	Configure patch management and device management via Intune for all eligible devices.	Yes
5	Configure policies for BYOD devices.	Yes
6	Run the M365 Deployment Readiness Tool to address any issues in the environment.	Yes
7	Conduct a M365 Security Assessment through secure score activity and provide remediation suggestions.	Yes
11.8	Preparation, Setup, Configuration, and Implementation of Microsoft 365 Security Services	
11.8.1	AAD Integration with Microsoft 365	
1	Check the Tenant details of the destination M365 with the domain verified.	Yes
2	Setup of new M365 tenant for CIL and map the licenses to it or map the licenses with existing tenant as per discretion of CIL.	Yes
3	Bidder has to configure, maintain and support the Azure Active Directory (AAD) as Primary authentication platform as per latest OEM best practices with security to all employees/devices of CIL (i.e., in addition to proposed licensed M365 users) till the contract period.	Yes
11.8.2	Installation and configuration of Azure Active Directory for AAD users.	
1	Deploy all the Users in Azure Active Directory.	Yes
2	Configure Multi-Factor Authentication & Conditional access for Microsoft365 apps.	Yes
3	Configure SSO for compatible Microsoft applications like Mail, SharePoint & OneDrive (SSO for both browser as well as desktop).	Yes
4	Enable self-service password reset capability for all eligible users.	Yes
5	Configure Privileged Identity Management and Identity Protection policy for Microsoft 365 E5 users.	Yes
6	Configure sign-in and account risk policies with automatic remediation and/or actions like limit user/block user/enforcing password reset/re-initiate MFA.	Yes
7	Implement risk-based conditional access policies to protect user accounts and resources from malicious attacks.	Yes
11.8.3	Install and Configure SSO and MFA	
1	Configuration of MFA (Multi-Factor Authentication), Conditional access and SSO (Single Sign-On) for M365	Yes



Sl.No.	Item Description	Compliance (Yes/No), Remarks
2	The SSO shall be available for both browser based and desktop client-based applications for all Windows OS types including Professional and enterprise version.	Yes
3	Multi factor Authentication shall include Various factors like Call, OTP (SMS), App notification, App soft token, biometric (when supported by the mobile device using Microsoft Authenticator app) provisioning of SMS delivery/Gateway shall be in bidder's scope without any additional cost to CIL till contract period.	Yes
11.8.4 Installation and configuration Microsoft Intune for Intune Users		
1	Configure Intune Mobile Device Management (MDM) and Mobile Application Management (MAM) for all BYOD Devices enabling: -	Yes
	Support a diverse mobile environment and manage iOS/iPad OS, Android, Windows, and MAC OS devices securely.	Yes
	Make sure devices and apps are compliant with CIL security requirements.	Yes
	Create secured by default policies that help keep CIL data safe on organization- owned and personal devices.	Yes
	Use of a single, unified mobile solution to enforce these policies, and help manage devices, apps, users, and groups.	Yes
	Protect CIL information by helping to control the way employee accesses and shares his/her data.	Yes
2	Configure Intune and Mobile Application Management (MAM) for all BYOD Devices with information to the users enabling the following App management functionalities.	Yes
	Add and assign apps to devices and users on Intune enrolled devices.	Yes
	Assign apps to devices not enrolled with Intune on Smartphone/Tablet devices.	Yes
	Use app configuration policies to control the start-up behavior of apps.	Yes
	Protect company data in apps with app protection policies.	Yes
	Remove only corporate data from an installed app (app selective wipe).	Yes
	Optional installation of devices from the Company Portal (available installation).	Yes
	Apps from a store	Yes
3	Create App protection policies for devices.	Yes
4	Configure Device Compliance Policies and device configuration profile.	Yes
5	Configure Device guard, Application guard, and exploit guard policy for Windows 10/11 Enterprise.	Yes
6	Configure and activate available security features on licensed devices.	Yes
7	Configure and deploy Bit locker policy on Windows 10 or Windows 11 machines.	Yes
8	Configure Intune edition upgrade profile for all BYOD Devices. Configuration allows users to upgrade the edition of Windows on their personal devices managed by Intune	Yes
9	Configure MDATP (Microsoft Defender for Endpoint) on boarding policy for Windows and Mac endpoints for eligible users with valid licenses.	Yes
10	Setup Device enrolment policy for all eligible users.	Yes
11	Deploy policies on all smartphone/tablet /BYOD devices licensed for the subscription.	Yes
12	Setup Device enrolment policy for all eligible users.	Yes
13	Management Dashboard/Portal of OEM shall be provided for enrolment/configuration of devices/policies & management.	Yes
14	Deployment Handover and Knowledge transfer session with SOPs, relevant documents etc. as per requirement of CIL.	Yes
11.8.5 Microsoft Information Protection 1.		
1	Configure labels for manual and automatic document classification.	Yes
2	Configure Azure Information Protection (AIP) Policies, keywords, defined PII data, and regex patterns for AIP users.	Yes
3	Configure AIP policy for manual document classification for AIP users.	Yes



Sl.No.	Item Description	Compliance (Yes/No), Remarks
4	Deploy Azure Information Protection UL client on supported platforms for all licensed users.	Yes
5	Deploy AIP Scanner for classification of files stored in File Servers (Windows-based only)	Yes
6	Set up permissions for admins.	Yes
7	Set up custom SITs (Sensitive Information Types) as per the detection requirements.	Yes
8	Enable labelling in SharePoint and OneDrive if not enabled by default.	Yes
9	Set up custom ML-based classifiers for sensitive content for E5 users.	Yes
10	Create and Publish Labels: Identify data classification requirements and create the required sensitivity labels.	Yes
11	Create and Publish Labels: Restrict access to content by using sensitivity labels to apply encryption.	Yes
12	Create and Publish Labels: Restrict access to content by using sensitivity labels via rights management.	Yes
13	Create and Publish Labels: Set up auto-label policies to enable automated recommendations for labelling based on content detection.	Yes
14	Use sensitivity labels with Microsoft Teams, Microsoft 365 groups, and SharePoint sites.	Yes
15	Use sensitivity labels to set the default sharing link for sites and documents in SharePoint and OneDrive	Yes
16	Auto classification based on keyword/regex for E5 users.	Yes
11.8.6	Installation and configuration of E5 Components 1.	
1	Installation and configuration of Microsoft Defender for Cloud App (Microsoft Cloud App Security) users	Yes
	Configure Cloud App Security policy like copy paste block, PII document on OneDrive and SharePoint.	Yes
	Configure upload & download document policy for MCAS (Microsoft Cloud App Security) users.	Yes
	Configure alert and notification of any policy violation to Admin.	Yes
	Deploy Cloud App Security Policies for MCAS users- shadow IT discovery with MDATP, API integration with Office 365 Apps for activity and file monitoring and sessions controls.	Yes
2	Installation and configuration of Microsoft Defender endpoint Plan 2.	
	Configure supported devices such as Windows 11 Ent, Mac OS or Mobile OS if supported in future for MDATP Users.	Yes
	Configure MDATP policy for MDATP users.	Yes
	Integrate MDATP with Intune, Cloud app security.	Yes
	Making available role based Out of the box reports and dashboards.	Yes
11.8.7	Upgrade Windows 10/11 Pro to Windows 11 Enterprise for License users	
1	Upgrade eligible/compatible Windows machines to Windows 11 Enterprise as per license eligibility and share the SOP of the process.	Yes
2	Configure Device Guard/credential guard policy on Windows 10/11 Enterprise machines through Intune.	Yes
3	Configure Windows Hello/password less biometric authentication for supported hardware devices for the designated users.	Yes
4	CIL will ensure that the original Windows OS is installed on the devices before proceeding with the OS upgrade on the designated devices	Yes
11.8.8	Installation, Setup and configuration of DLP for M365	
1	Configure DLP for compatible M365 Applications	Yes
2	Create sensitive information types.	Yes
3	DLP policies implementation as per the best practices.	Yes
4	Create policies based on Coal India requirements such as mail subject, file size, name, type etc. etc.	Yes
5	Prepare SOP to create DLP policies.	Yes



Sl.No.	Item Description	Compliance (Yes/No), Remarks
11.9.3	Documentation and Training for Administrators/IT Officials & End-user Adoption	
1	Documentation:	
	The Bidder shall maintain the following documents shall not limited to:	
	Project Plan with detailed milestones	Yes
	The selected bidder to provide AS-IS & TO-BE which includes Solution Technical Architecture for the solution after	Yes
	Documents on Solution Overview, Functional & Flow level, Overall Network flow, Implementation, Integration & Configurations, Cyber System Provisions of M365 Suite with E5	Yes
	Testing/UAT Documents	Yes
	Standard Operating Procedures (SOPs) of implemented M365 Suite with E5	Yes
	Configuration Document of M365 Suite with E5	Yes
	SOPs & Operations Plan for Managed Services on Post Implementation	Yes
	Escalation Matrix of Bidder and OEMs	Yes
	Exit Plan	Yes
	All the above document shall be shared with CIL on request/ during exit management.	Yes



the CIL networking team. The calculation shall provide breakup of bandwidth usage for the cloud applications such as TEAMS, OneDrive, SharePoint, Stream etc.

4. Reporting:

- M365 admin reports regarding network containing the usage of cloud services and network related logs shall also be made available to CIL network team along with the following statistics.
 - Total data download/upload in each application (TEAMS, Stream, SharePoint, OneDrive, etc.).
 - Top 10 users consuming the data on weekly basis in CIL network.
 - Number of users who have accessed and not accessed the Cloud services in the quarter.
 - Defender for End Points reports (Monthly Status)

19. Resident Engineer / Help Desk Support

1. Resident Manpower Deployment

- To address day-to-day operational issues and support end users at CIL HQ, the vendor will deploy at least one resident engineer to manage 24x7 help desk support, including Saturdays, Sundays, and public holidays, if required.

2. 24x7 Support Requirements

- Continuous 24x7 support, including weekends and public holidays, will be maintained by deploying an onsite L1 support engineer.

3. Responsibilities of the Onsite Help Desk

The onsite help desk team will:

- Handle user-logged complaints/incidents, respond to users, and resolve issues.
- Perform installation, uninstallation, reinstallation, configuration, diagnostics, ticketing, issue resolution, and ticket closure.
- Provide support for various M365 components and any other tasks assigned by the Engineer-in-Charge (EIC).

4. Resident Engineer Replacement

- In case of the Resident Engineer's absence, a qualified replacement will be provided. If a replacement is not arranged, a penalty will be imposed on a per-day basis for the period of absence.

5. Resident Engineer Qualification

Experience: Minimum of 2 years of post-qualification experience in IT/ITES/IT Support.

Qualifications:

- **Diploma in Computer Science**, Electronics & Communication (E&C), IT, or a similar technology field, with knowledge of M365 solutions and their components, plus M365 Certification.

OR

- **BE / B.Tech / MCA or equivalent degree** with knowledge of M365 solutions and their components, plus M365 Certification.



Offsite Support Team Requirements

The vendor shall provide a list of team members responsible for project implementation and offsite support, including a Project Manager and support specialists with relevant certifications, as outlined below:

Sr. No	TITLE	CERTIFICATION
1	Project manager	Microsoft Certified: Project Management Professional (PMP)
2	Microsoft 365 Administrator	Microsoft Certified: Enterprise Administrator Expert
3	Security Specialist	Microsoft Certified: Security Administrator Associate
4	Endpoint Administrator	Microsoft Certified: Endpoint Administrator Associate
5	Compliance Specialist	Microsoft Certified: Compliance Administrator Associate



Microsoft Corporation (India) Pvt. Ltd.
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Thursday, November 27, 2025

To
Coal India Limited
COAL BHAWAN, PREMISES NO.04,PLOT NO. AFIII, MAR, ACTION AREA 1 A, NEW TOWN, RAJARHAT,
KOLKATA- 700156

RFP Ref . No: GEM/2025/B/6911041, Dated of issue of RFP 11/26/2025

Sub: - Manufacturer's Authorization Form

Dear Sir/Madam,

We would like to thank you for considering Microsoft products.

Microsoft Corporation is a global producer of products and services that enable digital transformation and Microsoft Corporation (India) Pvt. Ltd. ("Microsoft India"), a private limited company duly incorporated in India, is a wholly owned subsidiary of Microsoft Corporation.

As per our worldwide distribution model, Microsoft India appoints third-party distributors, resellers and others in India (each, a "business entity") to distribute and resell Microsoft products and services to all customers. Microsoft India does not sell these products and services directly to end customers. Microsoft is the sole manufacturer of products like which are procured through these business entities. These business entities also sell access to Microsoft's cloud computing services, such as Azure, Microsoft 365 and Dynamics 365.

We confirm that, as at the date of this letter, Sonata Information Technology Limited having its office at A.P.S. Trust Building, 1st Floor, Bull Temple Road N.R. Colony, Bangalore 560 019, is one such business entity in India among others with Microsoft Partner ID 1584053, one of these business entities authorized for the abovementioned tender to resell Microsoft products and services in India, to quote their terms and conditions for Microsoft's range of products, and to negotiate and contract with you independent of Microsoft.

Microsoft products and services sold through our distribution and resale network of partners come with our full standard warranty.

Microsoft Corporation (India) Pvt. Ltd.
807, New Delhi House Barakhamba Road New
Delhi Central Delhi DL 110001
Email: nitesh.sinha@microsoft.com
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We further confirm that as a policy, Microsoft always ships latest products available at the time the purchase order is placed. Further, the **Microsoft Support Lifecycle policy** applies to most current and future-release products and services. To look up the support lifecycle of a specific product, please refer to <https://support.microsoft.com/lifecycle>.

If a particular business entity identified by you or your affiliated member fails to fulfil their obligation under a binding order from you or your affiliated member, then you or your affiliated member may appoint another business entity to place an order and complete the supply of the products or services as per the clauses of the applicable agreement. Microsoft will work with you to identify an alternative business entity to supply or maintain the products or services.

We trust that the above points meet your requirements. Should you need further information or clarifications in this regard, please feel free to contact us.

Thank you.

For **Microsoft Corporation (India) Private Limited**


Shweta Narang Arora (Dec 1, 2025 10:18:57 GMT+5)

Authorised Signatory

Name: Shweta Narang Arora

Designation: Director – Public Sector

Note: You can check the authenticity of this MAF by writing to: indiamaf@microsoft.com

GEM_2025_B_6911041 - Sonata Information Technology Limited_Microsoft MAF for Software and Online Services_Sonata Information Technology Limited_39169

Final Audit Report

2025-12-01

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Microsoft Corporation (India) Private Limited
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Date: 13th December 2025

To,
Executive Director (M&C), CIL
Coal India Limited HQ, COAL INDIA LIMITED,
Kolkatta

Respected Sir/Ma'am,

RFP No: Bid Number: GEM/2025/B/6911041 Dated: 26-11-2025

**Sub: - Letter regarding confirmation of Sonata Information Technology Limited.
being a Microsoft Licensing Solution Partner ("LSP Partner")**

Dear Sir/Madam,

We confirm that Sonata Information Technology Limited having its office at A.P.S. Trust Building, 1st Floor, Bull Temple Road, N.R. Colony, Bangalore 560 019, India is a registered **Microsoft LSP Partner** having the Partner ID 1584053.

Thank you.

Shweta Narang Arora

[Shweta Narang Arora \(Dec 14, 2025 23:45:29 GMT+5.5\)](#)

Signature of Authorized Representative

Microsoft Corporation India Pvt Limited
Address: DLF Downtown, Level 8, Block 2, DLF Phase - 3, Sector - 25A, Gurugram
122002
Name: **Shweta Narang Arora**
Designation: **Director -Public Sector**






Standard LSP letter- CIL - Sonata

Final Audit Report

2025-12-14

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