

In r/o GeM Tender No. GEM/2024/B/4897612, Dated 29.04.2024, following changes / clarifications are tabulated:

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
1	14	Section III	Pre Qualifications (PQ) Criteria Point No. 4 of Table under Sr. No. 1.2 (a):	The System Integrator (SI) pre-qualification criteria mentioned at Sr. 4 in the Table may be amended with following: (i) For minimum 5 clients within past 5 Years. Out of which minimum three clients should be Govt./PSU Departments/ Private Entities, in which one of them should have atleast with minimum 5,000 (Five Thousands) email users.	This may be read as : Project Experience cloud services / IT Services: SI must have experience of successfully completing/ ongoing project for providing Cloud service /IT services during the last three Financial Year (2020-21, 2021-22, 2022-23) ending 31/03/2023 and up to date of bid submission. (i) For minimum 5 clients within past 3 Years. Out of which minimum three (03) clients should be from Govt./ PSU Departments / Large Private Organizations, in which one of them should have atleast with minimum 10,000 (Ten Thousands) email users. OR (ii) The individual work order value for providing cloud services / IT Services: a. Equal or More than INR 5 Crores: 1 nos. of PO/Work Order OR b. Equal or More than INR 2 Crores and less than 5 Crores: 3 nos. of PO/Work Orders.
2	25	Section V	Technical Requirements	Approx number of ERNET clients and do they needed a separate insances for all? E.g if the number of users are less, it does not make sense to have private instance, instead for smaller ones we can created a public instance with separate domain administrator	The bidder should be deploying the emails software in a dedicated cloud subscription mode for ERNET India and the email software solution should be deployed in a multitenant model with multiple domains for the customers of ERNET India. Also, ERNET India should have access to all the tenants of ERNET India wherein the Email Software is installed and configured.

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
3	26	Section V	Technical Requirements & scope of Work with SLA Sr. No. 2.2, Sub Sr. No. 6 of "Email with subsequent features"	MAPI is Outlook specific is it required for all users?	MAPI or Similar Protocol is required.
4	27	Section V	Technical Requirements & scope of Work with SLA Sr. No. 2.2, Sub Sr. No. 14 of "Email with subsequent features"	Local language support ?	Yes
5	28	Section V	Technical Requirements & scope of Work with SLA Sr. No. 2.2, Sub Sr. No. 57 of "Email with subsequent features"	Archive Mailbox Archive solution third party but already integrated. Hope this should be fine	Archiving solution should be from OEM of Email software.
6	5	Section I	Notice Inviting Tender (NIT) Sr. 2. Objective of the Tender	Presently, there are some email ID's / users registered for Email services provided by ERNET India. Kindly share details of the existing Email platform, number of users, data size.	Currently, the existing users are on NIC email, there are 3000 users approx., Size of data is unknown.
7	13-17	Section III	Pre Qualifications (PQ) Criteria Sr. 1.2. b & c PQ for Email Service Provider(ESP) & Cloud Service Provider (CSP)	Kindly clarify - why is Email Service Provider & Cloud Service Provider treated as separate agencies? According to current ecosystem, all Govt entities going for cloud, selects a SAAS based Email platform that commits a defined uptime. In case of a separate ESP and separate CSP; who will ensure the committed uptime? Kindly merge the ESP and CSP requirement and kindly provide one Prequalification table for the Email service and its uptime.	For ERNET India , all responsibilities will reside with bidder / System Integrator. The bidder / SI will be owing the entire solution for ERNET India with uptime, services, SLA, etc. The bidder /SI can be ESP and/or CSP, meeting their qualifying criterias.
8	25	Section V	Technical Requirements & scope of Work with SLA Sr. No. 2.1, Sub Sr. No. 4 of "Technical Requirement for proposed Cloud based email solution" ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services.	In tender it is mentioned as "ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services." Request you to kindly remove 'ISO 20000-9-Guidance ' part from this and keep this as compliance to ISO 20000-1 only. ISO 20000-9 Guidance is a old guidance and is not currently referred and hence most CSPs	This may be read as: The Cloud service provider/ Email solution hosting platform should be compliant to the following control standards: ISO 27001- Data Centre and the cloud services should be certified for the latest version of the standards

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
				certifies to ISO 20000-1 only and not the older guidance part.	ISO/IEC 27017:2015 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.
9	23	Section IV	Bill of Material	In tender it is mentioned in table coloumn (C) "Indicative usages of mailbox storage in %" Kindly elaborate the meaning of % of storage usage and why does this needs to be mentioned separately and is there a cost implication expected on the storage usage?	This is based on ERNET India's experience that average use of storage capacity by users is around 50%, however bidder shall take it as per their experience/ standard practice or may even assume it as 100%.
10	16	Section III	Pre Qualifications (PQ) Criteria The Cloud Service Provider (CSP) pre-qualification criteria (Sr.1 in the table) c. The Cloud Service Provider (CSP) must fulfill all below pre-qualification criteria: The CSP should have been offering services (IaaS/PaaS) in India from at least last 5 financial years with average annual turnover in India of at least Rs. 200 crores as on date of bid submission.	The documents required to meet Criteria may be amended with following: Letter from Statutory Auditors / Certificate from Chartered Accountant/Authorized Signatory on their letter head mentioning the annual revenue from Provisioning Cloud Services Undertaking on CSP letterhead confirming the clause and copy of Valid MeitY Empanelment Certificate	In entire tender document, this may be read as: CSP Turnover : The CSP should have been offering services (IaaS/PaaS) in India from at least last 5 financial years with average annual turnover in India of at least Rs.200 crores as on date of bid submission. Documents Required : Copy of Certificate of Incorporation or Certified copy of Partnership Deed. Letter from Statutory Auditors / Certificate from Chartered Accountant//Authorized Signatory on their letterhead mentioning the annual revenue from Provisioning Cloud Services.

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
11	26	Section V	2.1 Technical Requirement for proposed Cloud based email solution (Sr. No. 11)	Requested to modify this clause.	Sub Sr. 11 of Sr. 2.1 under Section V may be read as: 11. The bidder should allow access, audit and inspection of the data centers of the SI, ESP & CSP where data related to users under this contract/agreement is being stored as and when required for the entities specified by the purchaser from time to time as per Indian laws.
12	31	Section V	Under Sr. 2.3 of Technical Requirement: Sr. 1 of 'Email Security Compliance Table': The Solution should be virtual appliance based.	Is email security solution should base on On-Premise ?	No Change in the clause. However its is clarified that Email Security solution shall be deployed in the CSP Data Centre and its entire responsibility for Email services, uptime, SLA etc will reside with bidder / SI.
13	5	Section I	Sr. 2, Objective of the Tender : Presently, there are some email ID's / users registered for Email services provided by ERNET India. These accounts/ emails IDs will also be required to be migrated to the new Email Service Platform (s) quoted by the successful bidder under the work of this tender and as per the requirement of ERNET India	Can you please provide the current Email solution being used, number of users, Average Size of mailbox, max size of mailbox and Features configured. ?	Currently, the existing users are on NIC email, there are 3000 users approx., Size of data is unknown.
14	36	Section V	Technical Requirements & scope of Work with SLA Sr. No. 3.4, Sub Sr. No. 1 of "Existing Users & Users requiring Email Migration" SI shall take complete ownership to migrate from existing email accounts/ solution of users to new cloud-based email service/ solution seamlessly.	1. Existing mailing solution used if any ? Provide subscription detail along with the number. 2. Do you need to retain the domain in the target environment? 3. File storage capacity (OneDrive space quota)? 4. Expected growth in next 12 months ? 5. Expected growth in next 36 months ?	1. Currently, the existing users are on NIC Email. There are 3000 users approx. The size of data is unknown. For new users, bidder shall take complete ownership to migrate from existing email accounts/ solution of users to new cloud-based email service/ solution seamlessly. 2. Doamin name of existing users will be retained while migrating their email boxes.

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
15	23	Section IV	Bill of Material Sr.A. General Terms, Sub Sr. 2	In tendre it is mentioned as "Presently, ERNET India is providing around 3000 email accounts/ ID's to some user organizations and for own use of ERNET India, thus, initially approximately same number of Email ID accounts for these organizations may be purchased. However, ERNET India shall not be bound to purchase services from this tender. " As mention in BOQ, number of email ids required is 200000 for Standard and Enterprise Email id each. However on page 27, initial quantity requirement is 3000. Could you please specify which should be considered as as part of BOQ.	Price should be quoted as per the Financial Bid format mentioned in the tender at Section VII.
16	29	Setion V	Sr. 2.3 Technical Requirements on Security Features	Do we need to factor the security of the platform other than the security of the email which is already mentioned in the RFP?	Bidder should own this being a hosted service in a CSP cloud.
17	25	Section V	Technical Requirements & scope of Work with SLA Sr. No. 2.1, Sub Sr. No. 1 of "Technical Requirement for proposed Cloud based email solution" The email solution should be deployed to create multiple tenants i.e. each Customer of ERNET India would get an isolated email tenant to host their users into this cloud based Email application.	Are we looking for Multiple tenants with multiple domain in each tenant or Single tenant - Single Domain for each customer? This is required to understand Administrative control as well as User Alias / Delivery management perspective	The bidder should be deploying the emails software in a dedicated cloud subscription mode for ERNET India and the email software solution should be deployed in a multitenant model with multiple domains for the customers of ERNET India. Also, ERNET India should have access to all the tenants of ERNET India wherein the Email Software is installed and configured.
18	27	Section V	Technical Requirements & scope of Work with SLA Sr. No. 2.2, Sub Sr. No. 14 of "Functional Requirements of the proposed solution" It should have ability to use Indian local language i.e. Unicode compliant.	This is for accessibility of portal or only for Read / Write Mail ?	This may be read as : It should have ability to use Indian local language i.e. Unicode compliant, for Read /Write emails.

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
19	36	Section V	<p>Technical Requirements & scope of Work with SLA</p> <p>Sr. No. 3.4, Sub Sr. No. 2(ii) of " Existing Users & Users requiring Email Migration"</p> <p>Migration of existing components as required such as (a) LDAP servers (b) Domain configured, (c) Other Mail Services.</p>	For LDAP migration and integration , can you please share which LDAP it will be e.g AD , Open-ldap?	Currently, the existing users are on NIC email, bidder has to own the migration; However ERNET India would facilitate for any coordination required.
20	28	Section V	<p>Technical Requirements & scope of Work with SLA</p> <p>Sr. No. 2.2, Sub Sr. No.61 of "Personal File Storage"</p> <p>The solution should allow for online cloud storage space to users.</p>	Is this part of 5GB File storage ask or different Quota needs to be allocated?	Yes, This is part of 5 GB Storage.
21	20	Section III	<p>Pre Qualifications (PQ) Criteria:</p> <p>Sr. xi. Technical & Information Security Evaluation Parameter in table, Sub Sr. 3</p> <p>List of Clients to whom Cloud hosting services have been provided by SI (Only contracts/PO's with order value of 2 Crore or more will be considered for points award):</p> <ul style="list-style-type: none"> • For 3 or more clients in Central Govt/PSU - (6 marks) 	<p>Request to Amend the clause as:</p> <p>List of Clients to whom Cloud hosting services/ On premise Cloud services have been provided by SI (Only contracts/PO's with order value of 2 Crore or more will be considered for points award):</p> <ul style="list-style-type: none"> • For 3 or more clients in Central Govt/PSU/ Large Private Organization - (6 marks) 	<p>This clause may be read as :</p> <p>List of Clients to whom Cloud hosting services/ On premise Cloud services have been provided by SI (Only contracts/PO's with order value of 2 Crore or more will be considered for points award):</p> <ul style="list-style-type: none"> • For 3 or more clients in Central Govt/PSU/ Large Private Organization - (6 marks)
22	34	Section V	<p>Technical Requirements & scope of Work with SLA</p> <p>Sr. 2.3. Email Security Compliance Table, sub Sr. 74</p> <p>Should be able to block attachments by Size.</p>	Could you please share maximum attachment size (MB) is allowed as part of Attachment in email. ?	This should be configurable parameter as per requirement of ERNET India.

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
23	36	Section V	<p>Technical Requirements & scope of Work with SLA</p> <p>Sr. 3.4 Existing Users & Users requiring Email Migration, Sub Sr. 2(ii).</p> <p>Migration of existing components as required such as (a) LDAP servers (b) Domain configured, (c) Other Mail Services.</p>	<p>Please provide the list of the services integrated with LDAP . e.g. Identity management, Authentication and</p>	<p>Migration of existing components will be required to be accomplished by bidder such as (a) LDAP servers (b) Domain configured, (c) Other Mail Services and if any other also.</p>
24	32	Section V	<p>Technical Requirements & scope of Work with SLA</p> <p>Sr. 2.3 Email Security Compliance Table, Sub, Sr. 33</p> <p>Email Security Virtual Appliance should be integrated with multi engine Anti-APT/Sandboxing solution which should have functionality to address unknown/ Zero day threats and to isolate unknown threats found in suspicious file attachments and URLs, so you can stop advanced threats before they reach the users' inboxes.</p> <p>34 Should protect users from clicking on</p>	<p>Can we use the Marketplace solution. If not then do we need to use onpremise available solution.? or Looking for cloud native solution only?</p>	<p>The Email security solution should be deployed in the ERNET India tenancy of the CSP cloud.</p>
25	25	Section V	<p>Technical Requirements & Scope of Work with SLA</p> <p>Sr. 2.1, Sub Sr. 2: The provisioning of infrastructure required on both DC and DR sites.</p> <p>Sub Sr. 3: The DC & DR setup used for providing email services must comply all Indian govt rules</p>	<p>Any existing DR site?</p>	<p>ERNET has no DR site for existing users.</p>
26	49	Section V	<p>Technical Requirements & Scope of Work with SLA</p> <p>Sr. 4.4. SLAs for Recovery Time Objective</p> <p>Sr. 1 of the table RTO 60 Minutes RTO shall be measured through DRM tool during DR drill and during actual failover and RPO- 15 min</p>	<p>How many DR Drills and for what frequency/window Drill need to be conducted</p>	<p>DR Drills are required as per the guidelines of Government / standard market practice, however it may be done twice in a year with prior intimation to ERNET India.</p>

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
27	62	Section VI	<p>General Terms & Conditions</p> <p>9.5 Consequences of Event of Default and Insolvency Where an Event of Default subsists or remains uncured, Purchaser may be entitled to one or more of the following recourses as is deemed necessary by Purchaser:</p> <p>a) Impose any such obligations and conditions and issue clarifications as may be necessary to inter alia ensure smooth continuation of Services and the project/work which the Successful Bidder shall be obliged to comply with. This may include re-determination of the consideration payable to ERNET India as mutually agreed by Purchaser and the Successful bidder.</p> <p>b) Purchaser may, by a written notice of suspension to the Successful Bidder, suspend all payments if any under the Contract/ work order, provided that such notice of suspension:</p> <p>i) Shall specify the nature of the failure; and ii) Shall request the successful bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension.</p> <p>c) Terminate the Contract/ work order either in Part or Full; i) All assets will be transferred to ERNET India at Nil cost as may be required to offset any losses caused to ERNET India as a result of such default and the Successful Bidder shall compensate ERNET India for any such loss, damages, or other costs, incurred by ERNET India in this regard; Successful Bidder after termination, will exit along with its brand associated with ERNET India. Cobranding will cease to exist after exit. ii) Invoke the PBG furnished by the Successful Bidder.</p>	<p>9.5 Consequences of Event of Default and Insolvency Where an Event of Default subsists or remains uncured, Purchaser may be entitled to one or more of the following recourses as is deemed necessary by Purchaser:</p> <p>a) Successful Bidder to commence and complete the transition services as per agreed transition documentation to ensure smooth continuation of Services and the project/work which the Successful Bidder shall be obliged to comply with.</p> <p>b) Purchaser may, by a written notice of suspension to the Successful Bidder, suspend disputed payments if any under the Contract/ work order, provided that such notice of suspension:</p> <p>i) Shall specify the nature of the failure; and ii) Shall request the successful bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension.</p> <p>c) Terminate the Contract/ work order either in Part or Full; i) All assets will be transferred to ERNET India at Nil cost as may be required to offset any losses caused to ERNET India as a result of such default and the Successful Bidder shall compensate ERNET India for any such loss, damages, or other costs, incurred by ERNET India in this regard; Successful Bidder after termination, will exit along with its brand associated with ERNET India. Cobranding will cease to exist after exit. ii) Invoke the PBG furnished by the Successful Bidder.</p>	<p>This clause may be read as :</p> <p>9.5 Consequences of Event of Default and Insolvency Where an Event of Default subsists or remains uncured, Purchaser may be entitled to one or more of the following recourses as is deemed necessary by Purchaser:</p> <p>a) Impose any such obligations and conditions and issue clarifications as may be necessary to inter alia ensure smooth continuation of Services and the project/work which the Successful Bidder shall be obliged to comply with. This may include re-determination of the consideration payable to ERNET India as mutually agreed by Purchaser and the Successful bidder.</p> <p>b) Purchaser may, by a written notice of suspension to the Successful Bidder, suspend all payments if any under the Contract/ work order, provided that such notice of suspension:</p> <p>i) Shall specify the nature of the failure; and ii) Shall request the successful bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension.</p> <p>c) Terminate the Contract/ work order either in Part or Full; i) Invoke the PBG furnished by the Successful Bidder.</p>

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
28	68	Section VII	Bill Material Table Note Sr. 5. 10 On Site Man power requirement and can be extended to 200	Request customer to provide details such as which are location on which these 10 resources would be deployed. Also in which all senario's additional resources would be required including their location.	Manpower would be required as per requirement of ERNET India or its users to provide services at their site. This is futuristic requirement that may be generated on need basis.
29	14	Section III	Pre Qualifications (PQ) Criteria Point No. 2 of Table under Sr. No. 1.2 (a) The SI must have an average annual turnover from operations of not less than INR 25 Crore from each of the three financial years (FY 2020-21, 2021-22 and 2022-23 from IT/ ICT/ ITeS/ Email Related business.	Sir, as the financial year 23-24 is ended, requets you to please consider the turnover for 21-22, 22-23 and 23-24	This may be read as: The bidder/ SI must have an average annual turnover from operations of not less than INR 25 Crore from each of the three financial years (i.e. FY 2020-21, 2021-22 and 2022-23) OR (i.e. FY 2021-22, 2022-23 and 2023-24) from IT/ ICT/ ITeS/ Email Related business.
30	20	Section III	Pre Qualifications (PQ) Criteria Point No. A (4) of Table unde Sr. No. 1.3 (xi): Sr. 4 SI Experience in migrating the data from on premise to cloud during the last three financial years (2020-21, 2021-22 and 2022-23) ending 31/03/2023 and up to date of bid submission. • Less than 25TB – 2 Marks • Above 25TB and less than 50TB – 5 Mark • 50TB and Above – 10 Marks	Sir, as per other points you have asked for the experience in Govt/PSU. Do we have to submit the experience documents for govt/ PSU in this point as well.	This may be read as: SI Experience in migrating the data from on premise to cloud during the last three financial years (2020-21, 2021-22 and 2022-23) ending 31/03/2023 and up to date of bid submission in Govt./PSU / Large Private Organizations. • Less than 25TB – 2 Marks • Above 25TB and less than 50TB – 5 Mark • 50TB and Above – 10 Marks
31	31	Section III Email Security Compliance Table	Pre Qualifications (PQ) Criteria Sr. 9 of under "Email Security Compliance": Flexible real-time, scheduled, and manual scanning.	Request to remove, "scheduled, and manual scanning".	Sr. 9 of under "Email Security Compliance" is modified as: "Real-time scanning."
32	4	Definitions	The "ESP" (Email Service Providers) means the partner agency with whom the "SI" will partner to provide Email service under this tender.	We understand that ESP means - Email Software/Service Provider, P. confirm and request to please modify "The "ESP" (Email Software/Service Providers) means the partner agency with whom the "SI" will partner to provide Email service under this tender.	This may be read as : The "ESP" (Email Service/ Software Providers) means the partner agency with whom the "SI" will partner to provide Email service under this tender.

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
33	21	Section-III,	Pre Qualifications (PQ) Criteria Point No. D (3) of Table unde Sr. No. 1.3 (xi): The solution should comprise of Anti-malware protection anti-phishing, secure email gateways / content filter (email AV gateway, email malware sandbox etc.). Schedules reports / real-time alerts / on-demand reports shall be available (including security alerts, logs, DMARC, MTA-STs, TLS, blocklist, phishing alerts etc.) via portal to administrator. Reports shall be in machine readable formats integrated with SIEM/SOAR	Please Clarify whether Ernet shall be providing the SIEM/SOAR Solution or Bidder has to provision for the same.	ERNET India will not be providing any SIEM Solution, however the solution should provide required reporting/dashboards to ERNET India.
34	25-26	Section V	Technical Requirements & Scope of Work with SLA 2.1 Technical Requirement for proposed Cloud based email solution - Point no. 6 - The bidder should provide a mechanism in real-time mode for SLA enforcement regarding uptime of Services along with flexibility to generate report on hourly/ daily/ weekly/ monthly/ specified date range. Solution shall provide real-time access to email logs ((webmail, POP, IMAP, Admin portal, revoke/authorization logs etc.) and other solution logs	1. Will it be required to integrate the logs with any NMS tool running at Ernet. Or the bidder can have this reporting available in the cloud platform and if required the data can be shared with ErNet 2. What is duration for which the logs needs to be stored.	ERNET will not be providing any NMS tool, however the solution should provide monitoring to ERNET India on a regular basis. Logs retention of Minimum 90 days or as per Govt. guidelines.
35	26	Section V	Under Sr. 2.2 : Functional Requirements of the proposed solution		
			Point No. 8: The proposed solution should support all widely used email clients such as MS Outlook, Mozilla Thunderbird, EWS for Outlook on Mac/Apple Mail client etc.	How many users would be Mac/Apple users?	Point No. 8: The proposed solution should support all widely used email clients such as MS Outlook, Mozilla Thunderbird, EWS for Outlook on Mac/Apple Mail client or native desktop client from the ESP.
	29		Pont no. 70: The Solution should be able to provide auto live captioning for English/multiple Language in Video Call	Request to remove	Pont no. 70 (under Sr. No. 2.2 of Section V) is removed from the tender.
	29		Pont no. 74: Users should have the ability to use whiteboards, annotation tools, take meeting notes and minutes during meetings being conducted through video conferencing.	Request to remove	Pont no. 74 (under Sr. No. 2.2 of Section V) is removed from the tender.

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
36	30	Section V	Point no. 25 under Admin Controls of Sr. 2.3: Login using TOTP , Push Notification	It may be modified as: Login using TOTP/ Push notification	Point no. 25 under Admin Controls of Sr. 2.3 is modified as: Login using TOTP / Push Notification.
37	42	Section V	"Load Testing" under Point no. b) of Sr. 3.7.3	Pl. keep responsibility as SI/Third Party (to certify the load testing) as ESP shall be providing only Email Software	The bidder / SI's shall be responsible to provide entire solution in collaboration to ESP/CSP.
38	44	Section V	Point no. 7 of Sr. 3.8: The EMAIL Service Provider shall permit internal & external statutory audit of the Email application & platform procured by Purchaser by regulators / certification bodies like ISO, Cert-In, NCIIPC, or by auditors appointed by Purchaser.	It may be modified as: SI will shall permit internal & external statutory audit of the Email Services procured by Purchaser by regulators / certification bodies like ISO, Cert- In, NCIIPC, or by auditors appointed by Purchaser.	Point no. 7 of Sr. 3.8 is modified as: The bidder/ SI shall permit internal & external statutory audit of the Email Services procured by Purchaser by regulators / certification bodies like ISO, Cert-In, NCIIPC, or by auditors appointed by Purchaser. The bidder/ SI shall be responsible to furnish, whenever required by such Auditors, all relevant information, and records/data to them. However, no Audit or inspection will be allowed until and unless permitted or requested by ERNET India in black and white or through email from Purchaser authorized email address.
39	44	Section V	Point no. 8 of Sr. 3.8: The EMAIL Service Provider is bound to comply with the subsequent audit non-compliances, if found during audit activity, within 30 days after the non-compliance is shared with the EMAIL Service Provider.	It may be modified as: The SI is bound to comply with the subsequent audit non-compliances, if found during audit activity, within 30 days after the non-compliance is shared with the SI.	Point no. 8 of Sr. 3.8 is modified as: The SI/ bidder is bound to comply with the subsequent audit non-compliances, if found during audit activity, within 30 days after the non-compliance is shared with the SI/ bidder.
40	44	Section V	Point no. 9 of Sr. 3.8: The EMAIL Service Provider, however, reserves the right to call and /or retain for any relevant material information / reports including audit review reports undertaken by auditing party on different ISMS & other control on the Cloud Service provided to the EMAIL Service Provider.	It may be modified as: The SI however, reserves the right to call and /or retain for any relevant material information / reports including audit review reports undertaken by auditing party on different ISMS & other control on the Cloud Service provided to the SI.	Point no. 9 of Sr. 3.8 is modified as: The SI/ bidder, however, reserves the right to call and /or retain for any relevant material information / reports including audit review reports undertaken by auditing party on different ISMS & other control on the Cloud Service provided to the SI/ bidder.

S. No	Tender Document Reference(s)			Queries by bidder	Response by ERNET India
	Page No. of tender	Section No.	Section Name/ Clause no. of Section		
41	29	Section V	Sr. 79: For Mobile ActiveSync: To sync emails, calendars, contacts, custom user folders, tasks, and notes from the email server with mobile devices including remote wipe and ABQ (Allow, Block and Quarantine)	Proprietary products like ActiveSync from Microsoft	Mobile ActiveSync in the entire tender may be read as: "Mobile Synchronization feature". It means to sync emails, calendars, contacts, custom user folders, tasks, and notes from the email server with mobile devices including remote wipe and ABQ (Allow, Block and Quarantine)

NOTE: Except above, there are no other changes in the tender.
