

ODISHA GRAMEEN BANK

Information Technology Department

Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

Bid Number # GEM/2025/B/6442575 dated 18-07-2025

**Amendment # 1 Dated 30-07-2025 - Procurement of 1450 Nos.
of Microsoft Office LTSC Standard 2024 Perpetual Licenses
through GeM tendering process.**

All bidders are hereby informed that based on the discussion of Technical Committee Meeting held at Head Office of Odisha Grameen Bank, on date 29-07-2025, the response to queries submitted by all bidders are in Table # 2 and necessary amendments to bid document are provided in Table # 1.

Table # 1:

Sl.	Clause	Page	Existing Clause in RFQ	Amendment
1	Eligibility Criteria Point 1 ATC Document	#16,17	The bidder should be a company registered in India as per The Company Act 1956 /2013 and should be in existence for last 10 years from the date of tender. The bidder should be registered under PAN & GST.	The bidder should be a company registered in India as per The Company Act 1956 /2013 and should be in existence for last 3 years from the date of tender. The bidder should be registered under PAN & GST.
2	Eligibility Criteria Point 7 ATC Document	#17	If bidder (partner of OEM) is not able to fulfil its obligation to support the product during the contract period, OEM will have to ensure support as per contract. An undertaking from the OEM to this effect must be submitted.	This clause stands deleted.
3	Eligibility Criteria Point 8 ATC Document	#17,18	Bidder shall be Authorized reseller of Microsoft and shall have done similar supply of Microsoft Office license in last 5 years	Bidder shall be Authorized reseller of Microsoft and shall have done similar supply of Microsoft Office license in last 3 years
4	Bid Details Tender Document	#1	<ul style="list-style-type: none"> Bid End Date/Time 31-07-2025 17:00:00 Bid Opening Date/Time 31-07-2025 17:30:00 	<ul style="list-style-type: none"> Bid End Date/Time 11-08-2025 17:00:00 Bid Opening Date/Time 11-08-2025 17:30:00

Table # 2:

Sl.	Page / Clause	Seller Query / Representation	Bank's Remark
1	Bid Eligibility Criteria	As per tender documents:- The bidder should be a company registered in India as per The Company Act 1956 /2013 and should be in existence for last 10 years from the date of tender. Request for change suggested: - The bidder should be a company registered in India as per the Companies Act, 1956/2013 and should have been in existence for at least the last 3 years from the date of the tender.	Amended: Please refer to Table# 1, Point# 1
2	Bid Eligibility Criteria	As per tender document:- Bidder shall be Authorized reseller of Microsoft and shall have done similar supply of Microsoft Office license in last 5 years Request for change suggested :-Bidder shall be Authorized reseller of Microsoft and shall have done similar supply of Microsoft Office license in last 3 years.	Amended: Please refer to Table# 1, Point# 3
3	Terms and Conditions	EMD :- 100000 We would like to seek clarification on whether companies registered under MSME and DPIIT (Startups) are eligible for exemption from submitting the Earnest Money Deposit (EMD) for this tender or not	EMD exemption will be applicable to bidders as per GeM General Terms and Conditions (GTC)
4	Gem Bid Copy	<p>As per GeM Bid Documents under "Office Suite Package/Software contains" section, there is requirement of "Access/App sheet (feature creating and managing relational databases with forms, queries, reports, and data entry automation). But as per our Distributor, Microsoft Office LTSC Standard 2024 does not have Access feature.</p> <p>Access is only part of "Office LTSC Professional Plus 2024"</p> <p>As per the GeM ATC (RFP) page no. 5 it mentions only about Word, Excel, PowerPoint and Outlook. There is no mention of "Access/App sheet"</p> <p>Since there is a mismatch in the product scope, we request you to kindly confirm if "Access/App sheet" is required or not, if it is required then, bank has to change the product as "Office LTSC Professional Plus 2024".</p>	The objective of this tender is to provide Odisha Grameen Bank with the latest version of Microsoft Office LTSC Standard 2024 Perpetual Licenses having technical specifications as defined in the tender and ATC document.

Sl.	Page / Clause	Seller Query / Representation	Bank's Remark
		Request you to kindly clarify the same, as it also has the commercial impact.	
5	3) SCOPE OF WORK	Request to confirm the below: 1. Kindly share the address & list of branch/ locations where the office suit is to be installed 2. Will Bank allow the installation to be done Online from Banks Head office and will bank provide the required infrastructure for online installation? Please confirm	1. List of Branches and Offices for installation of license shall be shared with the successful vendor. However installation of license are to carried out at Branches and Offices of Odisha Grameen Bank spread across the state of Odisha. 2. Installation of Microsoft Office LTSC Standard 2024 Perpetual Licenses on designated computers in all locations of Bank to be executed through the visit of field engineer either self or through third party.
6	Eligibility Criteria, Point-2	We request you to please consider the change below: Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied Microsoft License Products to any Central / State Gov. Organization / PSU in last 3 years before the bid opening date. Supporting Document: Copies of relevant contracts to be submitted by bidder along with bid in support of having supplied some quantity in last 3 years. In case of bunch bids, the primary product having highest value should meet this criterion.	Existing clause stands.
7	Eligibility Criteria, Point-7	Microsoft provides support & updates for their products, as this is microsoft's standard SLA for all clients.	Amended: Please refer to Table# 1, Point# 2

Sl.	Page / Clause	Seller Query / Representation	Bank's Remark
		We hence, request you to please remove/ Delete this clause. As per Microsoft standard policy, they don't provide written undertaking specifically for the support on their letterhead to any of their partner.	
8	Scope of Work: The selected vendor shall provide the following services:	What will be the time taken by bank to provide the Authorization for field visit along with list of desktops/ laptops and branch locations? Please confirm	Upon successful vendor selection, Authorization for field visits will be provided by the Bank, contingent upon receiving a formal request from the vendor's end. This request must be accompanied by a detailed road map for the visit, along with the names and relevant details of the engineers proposed to be engaged for the field visit.
9	General	What if the delay is there to provide the authorization for field visit from Bank. In such case the penalty of delay should not be applicable.	No penalties is applicable to the selected vendor for field visit delays caused by delayed Bank's authorization process. The vendor is exempted from any such delays caused on part of Bank.
10	General	If there is any reinstallation required by any of the branch, then will that be covered under the bidder's scope?	Following successful initial license installation and sign-off from Branch and Office Managers, any subsequent reinstallation of the license will fall under the Bank's direct scope. However, if Bank's internal team encounter any failure in activating the license post-installation, the successful vendor is obligated to facilitate its activation promptly, ensuring full functionality without incurring any additional cost to the Bank.
11	Scope of Work: The selected vendor shall provide the following services:	The signoff is to be provided by the manager on the same day of installation and before the service engineer leaves the branch.	Signoff from the Managers of the Branch and Offices about successful installation of the software to be obtained on the same day of installation.
12	Payment Term Payment will be done as follows:	Since License is the major cost and it has to be paid upfront to OEM, hence we request Bank to kindly change the payment terms as follows:	Existing clause stands.

Sl.	Page / Clause	Seller Query / Representation	Bank's Remark
		<p>a) Upon Delivery: 95% on delivery of licenses in Bank's Microsoft id in itd@odishabank.in.</p> <p>b) Upon Installation: Balance 5% after completion of all deliverables under this contract and upon Production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/Office should be Submitted while claiming payment in respect of orders placed.</p>	
13	Payment Term Payment will be done as follows:	If the site readiness is not done within the given 60 days of SLA timelines, then bank has to release the entire 5% on the 60th day.	Existing clause stands.
14	Performance Security / Bank Guarantee (PBG):	<p>We request you to please consider the change below:</p> <p>The successful bidder shall furnish an unconditional Performance Bank Guarantee (PBG) within 30 days of issuance of contract from a public sector bank or a scheduled commercial bank</p> <p>Acceptable to Odisha Grameen Bank, equivalent to 3% (Three Percent) of the total contract value.</p>	Existing clause stands.
15	Commercial Format	There is no commercial format provided in the RFP. Request Bank to share the commercial format	Please refer to tender document.