

Scope of Work for Microsoft 365 Procurement

Introduction: 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 systems for end points and making these available to the users on devices of various form factors not only from inside the Coal India but also from Internet, thus increasing employee productivity and efficiency by great margin. The solution shall be complemented with several on-premise components to deliver various services such as VPN, Web application Proxy, Azure AD Connect etc. AD on Azure VMs and other Azure Services required for integration with selected devices which were also needed and are therefore included within the project.

CIL HQ has 600 endpoint devices which are currently individually managed. CIL intended to deploy a comprehensive solution for productivity and end point security on these devices

Objectives: The objective of this EOI is to gather information related to Microsoft M365. The technical objectives of the Microsoft 365 procurement are improving collaboration, enhancing security or ensuring seamless integration with existing systems.

Interested Microsoft authorised partners/vendors are requested to submit their proposals through email (gmsystem.cil@coalindia.in/sundarammishra.cil@coalindia.in) for implementing and adopting M365 solutions in CIL HQ. TimeLine for the same is mentioned below:

Sr.No	Objectives	Date	Time
1	Submission of Proposed solution through email	25 th January 2024	05:00 PM
2	Physical Meeting: Presentation and meeting with interested vendors at CIL HQ	29 th January 2024	11:00 AM onwards
3	Finalisation of RFP Document	15 th February 2024	05:00 PM

19/01/24

Akumar
19/01/24

Mayank Shukla
19/01/2024

Indicative number of licences intended to be procured is given below

Microsoft 365 Licensing:

Plan	Number of Licenses
M365 E5	50
M365 E3	250
M365 F3	300
Defender Endpoint P2	250
Defender Endpoint P1	300

The bidders should submit the proposals containing the following services:

1. Technical Services

- M365 SaaS application / solution / services licenses as per the BOQ required on monthly / yearly subscription basis.
 - Deploy and configure the cloud solution components.
 - M365 Suite Minimum features, components and services for licenses.
 - Any additional functions, features, services and quota limits made available under the provided licenses in future by OEM shall also be extended to Coal India Ltd without any additional cost implication.
 - Install and configure all service/application/components/clients on licensed user devices.
 - Migrate the user/application data as per requirement
 - Install, deploy and configure on-premise solution components as per COAL INDIA LTD requirement (Hardware and Windows server licenses shall be provided by COAL INDIA LTD) and integrate them with M365 cloud and existing application/server landscape to achieve functionalities intended to be replaced or offered by this solution SharePoint, Power apps etc. Any additional licenses/hardware/software component if required to achieve the intended functionality shall be provided by bidder without any additional cost implication.
 - Facilitate change management and adoption related activities such as publicity material, mailers etc. and provide Training for all the concerned.
 - Deploy and configure Azure VM and other related services as per requirement.
 - Provide admin and user support services for 3 years.
 - Any other Microsoft products including azure services necessary to ensure end point protection and necessary for complying with ISO 27001 ISMS standard.
 - Details of BOQ of any such implementation in other PSU may also be submitted
2. Onsite (proposed resources), offsite support including service level agreement.
3. Knowledge transfer and training containing details for end user acceptance, administrators, management, ongoing training for improving adoption.

[Signature]
19/01/24

[Signature]
19/01/24

[Signature]
19/01/2024

4. The proposed solution also to be complemented with on premise components to deliver various services such as VPN, SIEM, SOAR, SSO, Patch management, log collection, Web application Proxy, Azure AD Connect etc. AD on Azure VMs and other Azure Services required for integration within the project as per industry standards and adoption with in other Govt/PSU entities.
5. Budgetary offer shall be sought from the firms after finalization of RFP Document with defined scope of work

Eligibility for Participation in EOI:

1. The firm should be an authorized Microsoft partner.
2. The firm should have executed, supplied, commissioned and supported at least 300 M365 Software Licenses in a single order in last 5 years from the date of EOI Document.
3. Organization/Vendor with CMMI level 3 and above certification are allowed to participate in the EOI.

Contact Person

Sundaram Mishra Email: sundarammishra.cil@coalindia.in

Mob: 7003685188

Sundaram Mishra
19/01/2024
Sundaram Mishra
DM(System) CIL

Mayank Shekhar
19/01/2024
Mayank Shekhar
DM(MM) CIL

Nishikant Kumar
19/01/24
Nishikant Kumar
DM(Fin) CIL

Pranali
22/01/24
महाप्रबंधक(प्रणाली)
कोल इंडिया लिमिटेड