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CORRIGENDUM NO.02

Tender Number: DCI1062S26 dated 19.01.2026

This **Corrigendum No. 2 dated 23.01.2026** against E-Tender No.: **DCI1062S26** for 'Hiring of Services for Microsoft Cloud & OnPrem Services' is issued to amend the following:

Sl. No	Reference	Existing Clause	Amended Clause
1.	SOW Clause No. B.1.2	Supply, I&C and Migration of AD servers	I&C and Migration of AD servers

- 1.0** Amendment of the above clause in the Scope of Work (SOW) of the subject tender.
 - 2.0** The revised Scope of Work (SOW) has been enclosed herewith.
 - 3.0** All other terms and conditions of the Bid Document (including any amendment issued thereof) remain unchanged. Details can be viewed at www.oil-india.com.
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Sd/-
MANAGER-CONTRACTS (S)

REVISED SCOPE OF WORK (SOW)

A. INTRODUCTION

The scope of work for managed services shall involve the installation and commissioning i.e., migration of the current Active Directory infra including ADMGMT, WSUS and AADConnect applications from existing infra to the new servers/VMs to be provisioned by Oil India Limited monitoring, and maintenance of the above-mentioned infrastructures, aiming to ensure efficient and uninterrupted availability of services.

The following services/software/infrastructure shall be included under the scope of work:

1. Subscription of licenses/Activation of services as per BOQ requirement.
2. Migration of the current Active Directory infra including ADMGMT, WSUS and AADConnect applications from existing infra to the new servers/VMs to be provisioned by Oil India Limited.
3. Managed Services Support for the following:
 - a. On-prem servers hosting the Onprem Active Directory Domain controllers (for both oilindia.in & oilbastion.in domains) and related servers and applications like AADConnect, WSUS, ADMGMT etc.
 - b. Office 365 suite
 - c. Azure Landing Zone Services
 - d. Managing the DR site for OIL Onprem Private Cloud Environment running on VMware VCF

B. TECHNICAL REQUIREMENTS

B.1 ON-PREM AD

B.1.1 Current Existing AD DC Architecture Details

The AD DC (Active Directory Domain Controller) (Tier-0) architecture of OIL is as below:

1.	Physical Server	02 nos.
2.	AD DC VMs (Active Directory Domain Controller Virtual Machines)	04 nos. (all located at Duliajan, Assam), 01 no. (Azure Cloud)
3.	Operating system	Windows Server 2022 Datacenter or higher
4.	Domain functional level	2019
5.	WSUS (Windows Server Update Services) VM (Virtual Machine)	01
6.	AADConnect (Azure Active Directory) VM (Virtual Machine)	02

7.	ADMGMT (Active Directory Management) VM (Virtual Machine)	01 no. (running the manage engine tools like AD Manager Plus, AD Audit Plus, AD Recovery Plus, AD Self Service Plus)
8.	Bastion Domain	2 DC VMs and 1 Jump Server
9.	Total AD (Active Directory) users	around 8500

B.1.2. I&C and Migration of AD Servers

1. The Contractor shall be responsible for migrating the existing Active Directory (AD) setup including ADMGMT, WSUS and AADConnect applications to the newly provisioned servers/VMs (provided by Oil India Limited), ensuring a seamless transition with minimal downtime.
2. The Contractor shall be responsible for migrating the existing applications such as AADConnect, WSUS, server/VM hosting the ManageEngine applications like AD Manager Plus, AD Audit Plus, AD Self Service Plus, AD Recovery Plus to the newly provisioned servers/VMs, ensuring a seamless transition with minimal downtime. Oil India team will provide full support wherever and whenever required.
3. Maintenance and monitoring of the applications running on the VMs provided by Oil India Limited will be the Contractors responsibility. The responsibility will also include in plugging the loopholes identified during cyber-security audits carried out by Oil India Limited on a periodic basis.

B.1.3 Detailed Description of Scope of Work

Managed Services Support Jobs

The managed services operation shall cover the following aspects:

B.1.3.1 Support for Active Directory

1. Operating System Administration:

- a. Handling of OS related issues, installation of OS upgrades and patches, periodic system performance tuning, monitoring server usage statistics, start-up, and shutdown of servers (whenever required).
- b. Housekeeping of servers such as disk space usage, files, and folders permissions, etc.
- c. Implementing security recommendations on servers at all levels as per guidelines provided by OIL.

2. System Administration:

- a. All the activities related to installation, configuration, patch management, health check etc. required in Active Directory.

3. Operational Activities:

- a. Day to day activities pertaining to user management like AD (Active Directory) user/AD (Active Directory) Computers/AD (Active Directory) Group/AD (Active Directory) policies creation/deletion/update, account unlock, password reset etc.
 - b. The Contractor shall be responsible for monitoring sync between the different domain controllers and resolving any issue(s) faced.
 - c. The Contractor should provide support for creation/deletion/modification of GPOs (Group Policy Objects) as per OIL's operational requirements. The Contractor must regularly review, and update Group Policies based on security best practices.
 - d. The Contractor should provide support for creation/modification/renewal of internal CA (Certificate Authority) issued from the Active Directory domain.
 - e. The Contractor shall also provide support for AD (Active Directory) Database Management, SSO (Single Sign-On) Management, Security Administration, AD (Active Directory) Configuration Management etc.
 - f. The Contractor must provide support in activities that involve integrating AD with other systems and services as and when needed.
4. OIL shall assign all the jobs (incident reports and service requests) to the service engineers through the Helpdesk/Ticketing system, and this system shall be used to track the status of the jobs and calculation of the SLA compliance.

B.1.3.2 Support related to existing AAD (Azure Active Directory) Connect & WSUS (Windows Server Update Services)

1. The successful Contractor must provide support in upkeep of the existing AAD (Azure Active Directory) Connect server. The Contractor shall be responsible for managing and troubleshooting sync related issue from on-prem AD to Azure AD as and when required.
2. The successful Contractor must provide support in upkeep of the Tier-0 WSUS (Windows Server Update Services) server, administer the WSUS server for downloading security and other relevant patches and applying them to the corresponding tier-0 servers.

B.1.3.3 Software Support for Operation of Active Directory

1. The Contractor shall provide support for the existing comprehensive manage engine software suite used to manage and administer the operations of managed services for the solution. The software suite includes the following:
 - a. ManageEngine AD Manager Plus
 - b. ManageEngine AD Audit Plus
 - c. ManageEngine AD Recovery Plus
 - d. ManageEngine Self Service Plus

Note: AMS service license will be procured separately by Oil India Limited

2. The Contractor shall be responsible for periodically upgrading the manage engine tools and liaise with the manage engine support for any issue(s) in the tool.
3. The monitoring and maintenance of the server where the AD ManageEngine tools are hosted (ADMGMT) will also be under the purview of the Contractor.

Note: The vendor must use the above ManageEngine tools to manage and administer the OIL's Active Directory environment.

B.1.3.4 Active Directory Security Assessment

The Contractor is expected to use tools like Ping Castle, Purple Knight etc. for carrying out the security assessment of OIL's AD infra. The successful Contractor must carry out the following minimum activities regularly for improving the security posture of AD DCs (Active Directory Domain Controller):

1. Review of operational processes and suggest improvements based on Microsoft recommended AD (Active Directory) tiering structure.
2. Review of the privileged accounts/groups membership and regular account hygiene.
3. Review of the forest and domain trusts.
4. Review operating system configuration, security patch, and update levels.
5. Review of domain and domain controller configuration compared to Microsoft recommended guidance.
6. Review of key Active Directory object permission delegation.
7. Scan for weak Kerberos encryption.
8. Identify old and unused accounts.
9. Block basic users from registering computers.
10. Review non-expiring passwords.
11. Change Kerberos passwords regularly.
12. Change settings to avoid certificate abuse.
13. The successful Contractor must monitor the existing Manage Engine AD Audit Plus tool for monitoring any violation of existing controls and add/modify accordingly to enhance the security posture.
14. AD Security Assessment (ADSA) must be conducted by the successful Contractor every 6 months and adopt corrective actions accordingly.

B.2 MICROSOFT OFFICE 365

B.2.1 Current Microsoft O365 Services

OIL has currently subscribed to Microsoft's O365 SaaS application to leverage its comprehensive suite of productivity, collaboration, and security tools.

The current subscription enables OIL to utilize services like Outlook, One-drive, SharePoint, Teams, office apps and other security features.

B.2.2 Detailed Scope of Work

B.2.2.1 Managed Services Support Jobs

The following list of activities are supposed to be performed during the support service period –

1. Administering the Microsoft Office 365 tenant account for OIL.
2. Perform license assignment to the users, troubleshooting license related issues.
3. Formulating and continuously monitoring O365 security policies in alignment with industry best practices and standards.
4. Managing and troubleshooting sync related issues between the Azure AD and On-prem AD infra.
5. Designing and deploying custom chatbots tailored to OIL's specific requirements using Microsoft Copilot Studio.
6. One dedicated L1 remote resource for the project for all day-to-day operational user support and troubleshooting O365 related issues. The operational support for O365 will include support for the entire suite of O365 applications like Outlook, Teams, OneDrive, SharePoint etc. The L1 resources should provide support to end-users in migrating data to OneDrive, SharePoint etc and providing support wherever applicable.
7. Provisioning of required L2, L3 support as and when required from remote site.
8. Daily monitoring and reporting of OIL's email infra.
9. Analysis of events and escalation of any suspicious incident.

B.3 AZURE LANDING ZONE SERVICES

B.3.1 Current Azure Landing Zone Architecture

OIL has provisioned a Landing Zone setup in the Azure cloud to facilitate a secured connectivity between the OIL on-premises enterprise network and cloud infrastructure (which includes SAP S4 HANA, VIM, Connected Workers etc.).

OIL has facilitated the below mentioned services in both the Azure Data Centre, Pune and Azure Disaster Recovery Centre, Chennai to ensure secure and reliable connectivity to the cloud infra –

- i. Azure Services like WAF (Web Application firewall), VPN (Virtual Private Network) GW (Gateway), ERC (ExpressRoute Circuit), virtual DNS (Domain Name System), etc.
- ii. Additional Read-only Domain Controller
- iii. Cisco Router hosted on Azure VM (Virtual Machine)
- iv. Checkpoint Firewall hosted on Azure VM (Virtual Machine)
- v. Additional Windows/Linux VMs required to support OIL's technical operations.
- vi. Managing the DR site for OIL On-prem Private Cloud Environment running on VMware VCF

B.3.2 Detailed Description of Scope of Work

B.3.2.1 Private Cloud Azure DR Setup

This section of the SoW defines the responsibilities, deliverables, and service expectations for the Managed Services Provider (MSP) engaged to design, implement, and support the Disaster Recovery (DR) environment on Azure cloud for the on-premises Private Cloud setup running on VMware VCF 5.2.

The DR site will be hosted on Microsoft Azure using Azure-native compute, storage, and monitoring services. The DR site will be hosted in Azure DC, Pune only.

1. Design & Architecture

The MSP shall:

- a. Conduct assessment of the existing on-prem VMware VCF 5.2 environment.
- b. Design a DR architecture leveraging Azure native services, including:
 - o Azure Site Recovery (ASR)
 - o Azure Virtual Machines
 - o Azure Storage
 - o Azure Networking (VNETs, Firewalls etc)
 - o Azure Monitor etc
- c. Prepare detailed Low-Level Design (LLD) and High-Level Design (HLD) documents.
- d. Define RPO/RTO targets aligned with business requirements.

2. Implementation & Configuration

The MSP shall perform end-to-end implementation of the DR site, including:

a. Azure Site Recovery Setup

- Enable ASR for VMware VMs running on VMware VCF 5.2 or later.
- Configure replication policies, failover groups, and test-failover environments.
- Validate replication and failover readiness.

b. Azure Infrastructure Deployment

- Provision Azure compute for DR (VM sizes, disk types, availability sets/zones as required).
- Configure Azure Storage for replicated data, snapshots, and backups.
- Implement Azure Network architecture including:
 - o VNET, subnets, routing
 - o Firewall rules
 - o Connectivity with on-prem via ExpressRoute
- Set up identity and access control (Entra ID RBAC policies).

c. Azure Monitor Setup

- Enable Azure Monitor, Alerts, and Dashboards.
- Configure monitoring integration for:
 - o On-prem VMware VCF 5.2 environment
 - o Azure VMs, storage, network, ASR
- Define alert rules for performance, availability, replication health, and security events.
- Implement automated actions/notifications as required by the organization.

B.3.2.2 Managed Services Support Jobs

The Contractor/Managed Service Provider (MSP) shall be responsible for deployment, monitoring and management of the deployed Azure services, virtual machines, virtual machine scale sets, virtual network, VPN Gateway, backup vault and associated predefined backup set etc. for both the Azure DC, Pune and DR, Chennai.

The MSP shall be responsible for the following minimum activities:

1. Azure Virtual Machines –

- a. Cloud VM administration
- b. Manage virtual machines running Linux, Windows etc.
- c. Manage images of virtual machines
- d. Manage virtual machine endpoints
- e. Secure virtual machines using network security groups
- f. Manage inbound rules in network security group
- g. Manage outbound rules in network security group
- h. Troubleshoot virtual machine connectivity issues
- i. VM crash recovery and management.

2. Azure Virtual Networking and Infrastructure Security –

- a. Manage Virtual Network
- b. Manage Virtual Network Add or Remove Subnets
- c. Manage Site to Site Connectivity Manage Point to Site Connectivity
- d. Configure and monitor network watcher Troubleshoot Virtual Network Connectivity Issues
- e. Configuration and monitoring of the perimeter network (also known as DMZ, demilitarized zone, or screened subnet) to help protect applications with network security groups (NSGs)
- f. Configuration of the perimeter network to help protect applications with Windows firewall, NSGs (AZURE)
- g. Configuration of the perimeter network to help protect networks with a firewall, user-defined route (UDR) and NSG
- h. Management & Configuration of VPN
- i. Management of Azure DNS

3. Azure Cloud Storage Management –

- a. Creation of cloud storage account
- b. Creation of a file share under a cloud storage accounts
- c. Creation of storage under a cloud storage accounts
- d. Configuration of custom domain to access storage data
- e. Creation of table storage
- f. Change replication policy
- g. Create custom domain to access blob data.
- h. Configuration and monitoring of unmanaged and managed disks.
- i. Performance monitoring
- j. Operational support
- k. Change & configuration management
- l. Incident management including escalation to Microsoft support

4. Load Balancer –

- a. Configure custom probe
- b. Configure Endpoints on Virtual Machines
- c. Configure Network Security Groups
- d. Manage an Internet-Facing Load Balancer
- e. Manage Internal Load Balancer
- f. Troubleshoot Issues with Load Balancer

5. Patch Management –

- a. Any security patches/hotfix etc. for Azure landing zone services released by Microsoft to be available to OIL.
- b. The approved patches to be applied as per change control and authorization policy.
- c. Assist in roll back to the patches applied.
- d. Patch application window to be mutually agreed.

6. Managed Services for DR site for OIL On-prem Private Cloud Environment running on VMware VCF

a. DR Environment Management

The MSP shall provide continuous (24×7 or as per contract) support including:

- Monitoring of ASR replication health.
- Proactive detection and remediation of replication or performance issues.
- Ensuring continuous DR readiness and compliance with RPO/RTO commitments.
- Support for planned/unplanned failovers and failback operations.

b. Azure Resource Management

- Administration of compute, storage, network, and identity components.
- Patch management for Azure VMs (where required).
- Cost optimization and monthly utilization reports.
- Security hardening and compliance monitoring.

c. On-prem Integration Support

- Monitoring of on-prem infrastructure relevant to DR (connectivity, vCenter health, replication agents).
- Coordination with the internal team and OEM (if required) for issue resolution.

d. Azure Monitor Operations

- Continuous monitoring of dashboards, alerts, and logs for both on-prem and Azure workloads.
- Rule tuning, alert optimization, and dashboard refinement.
- Monthly health and performance reporting.

e. Incident, Change & Problem Management

- Provide support through ITIL processes including:
 - Incident management
 - Change management
 - Problem management
- Maintain documentation and update the DR Runbook regularly.

f. DR Drill

- Conduct DR drills as and when requested by OIL

g. Actual Disaster Scenario

- In the event of an actual disaster, the Contractor shall be responsible for executing all activities required to operate the systems from the Disaster Recovery (DR) site. Upon restoration of the Primary Data Centre (DC), the Contractor shall also be responsible for migrating the updated virtual machines (VMs) back to the Primary

DC. Any application-level support for the applications hosted on these VMs shall be provided by the OIL team.

7. Other activities

The following are the list of activities (non-exhaustive) required to be performed by the Contractor for both Azure DC, Pune and DR, Chennai –

1. Create & maintain Azure subscriptions as and when required.
2. Raise the limit or quota above the default limit for vCPU, reserved IPs, storage accounts & other services for the subscriptions.
3. Create resource groups as per OIL requirement.
4. Storage accounts management.
5. Create virtual networks with address spaces & subnets.
6. Provision of bandwidth and public IP addresses.
7. Creating and setting up the ExpressRoute (ER) circuit IDs for the ISPs to provide connectivity from OIL's network to Azure cloud.
8. Create VNet to VNet Peering - Virtual network with other Azure subscriptions and ensure traffic to these subscription flow through the landing zone only. All communication from On-prem to Azure spoke and vice-versa shall happen through the Azure landing zone (Hub).
9. Configure VPN gateways with other Hyperscaler or CSP (Cloud Service Provider) with backup for both DC and DR sites.
10. Create Network security groups & application security groups for spokes & hub VNets.
11. Configure applicable user defined routing on all Azure spokes & hub VNets. The Azure landing zone is to be considered as the Hub and the remaining Azure subscription are to be considered as the respective spoke.
12. Provision virtual machines for additional workloads like additional domain controllers, anti-virus/EDR in both DC, and DR sites.
13. Configure web application filtering in both DC and DR sites. The policies required to be formulated for the WAF must be deployed by the Contractor in consultation with OIL team. All necessary settings/configurations for protection against SQL (Structured Query Language) injection/cross-site scripting/PHP (Hypertext Preprocessor) attacks etc. must be carried out by the Contractor.
14. Enable & configure Azure Monitor.
15. Enable & configure network watcher.
16. Configure private endpoints & private links.
17. Configure Azure policies.
18. Provision virtual machines.
19. Apply read-only locks & delete locks at subscription & resource groups.
20. Enable Azure backup service for critical shared workloads.
21. Support in troubleshooting any issue arising in the Azure subscriptions.

The Contractor must provision/setup/configure additional services in the Azure landing zone as per OIL's requirement.

Note: There may be activities which the OEM partner may have to perform to get the solution to function as per requirement.

8. The MSP may be required to expose any of the service to the Internet as per requirement by OIL. All necessary configurations required for this is the sole responsibility of the Contractor.
9. The MSP shall be responsible for any configuration changes required in the Azure Landing Zone for integration of the ISP connectivity to the ExpressRoute circuit.
10. All aspects of the Azure landing zone including management of the configured services, flow of traffic to/from the landing zone subscription, upkeep of the VNet peers etc. is the responsibility of the Managed Service Provider (MSP). The MSP will be guided by the SLAs as defined in Para B.5 below.

B.4 GENERAL TERMS

1. All necessary tools, tackles and accessories required to complete the scope of work shall be in the Contractor's scope.
2. The Contractor shall provide 24x7 support for the managed services support jobs mentioned above (in the SOW).
3. The Contractor shall provide an authoritative single point of contact for communicating issues related to the service. The Contractor shall also provide the escalation matrix including 24x7 helpdesk phone number and email address. These shall be provided before the commencement of the contract.

4. Human Resources:

i. On-prem infra

- a. As a part of the project execution, the Contractor shall deploy minimum of two 'Service Engineers', one at each of the locations: Duliajan (Assam) and Noida, having qualification of minimum graduate/diploma with relevant IT certifications and with experience of at least 01 (one) year in providing support to 'Microsoft Active Directory' infrastructure on Windows 2012 R2/2019/2022 AD.

The on-site engineers will be primarily responsible for providing support to the on-prem infra such as AD, AAD connect, WSUS, ADMGMT server activities.

- b. Working hours for the service engineers are as follows:

Location - Duliajan, Assam, Normal working hours: 7:00 AM - 3:30 PM (Monday to Friday), 7:00 AM - 11:00 AM (Saturday)

Location - Noida, U.P, Normal working hours: 9:30 AM - 5:30 PM (Monday to Friday)

However, the Service engineers should be available outside working hours on call basis for both the locations.

- c. The resident engineers shall be provided necessary laptop, Internet access etc. by the successful Contractor to carry out all operational activities for the project.

The Lodging and boarding of these engineers shall be the responsibility of the Contractor.

ii. Cloud infra

- a. The Contractor will have to arrange for 1 (one) dedicated L1 remote engineer for OIL who will be responsible for providing support to OIL's cloud infrastructure (O365 and Azure Landing Zone).
 - b. The support engineers should have a qualification of minimum graduate/diploma with relevant IT certifications and with experience of at least 01 (one) year in providing support to Azure Active Directory/Azure Portal resources and infrastructure.
 - c. The Contractor shall also provision for required L2, L3 support as and when required from remote site.
- iii. The Contractor shall submit an undertaking regarding the deployment of the service engineers during the timeline as mentioned in Para C.2 (Mobilization period) below conforming the same.
- iv. The support engineers will have to extend all support related activities at any time including holidays, if required.

In absence of any of the dedicated support engineers, the Contractor will have to arrange suitable replacement having similar skillset.

- v. When employment of any service engineers is terminated, the Contractor shall inform OIL in writing 15 days in advance and immediate replacement shall be deployed by the Contractor.
 - vi. OIL reserves the right to replace any service engineer anytime due to unsatisfactory service and the Contractor shall be obliged to do so and the replacement engineer shall be placed within 30 days of OIL placing the request to the Contractor.
5. The Contractor shall be responsible for ensuring trouble free operation of the solution. The Contractor shall include any other item which is required to provide support to the solution.

B.5 SERVICE LEVEL AGREEMENT (SLA)

B.5.1 On-Prem Infrastructure

- i) The managed services shall be governed by the following service level agreement (SLA) for the on-premises services and appliances to be maintained by the technical support team.

Category	Description
Incident	Any software-related issue in the solution.
Service Request	Any operational/administrative job assigned to the Service Engineer by OIL as per the scope of the managed services.
Non-Availability	Unavailability of Active Directory and related services.
Priority Level -1 (Software Failure)	Critical redundant software components (Domain controllers) have failed, requiring urgent resolution to restore high availability.
Priority Level -2 (Other Failures)	Service is available, but functionality is compromised due to failure of a software component.
Resolution Time	Time from problem occurrence to root cause elimination and permanent fix application.
Planned/Scheduled Downtime	Mutually agreed downtime for preventive/scheduled maintenance or infrastructure issues not attributable to the Service Provider's failure.
Service Level Agreement (SLA)	Defined as the minimum requirement for service availability and performance.
SLA Monitoring & Tracking	OIL will track SLAs via a Helpdesk/Ticketing system, where Service Engineers must update job statuses.
Uptime Calculation	Formula: $\text{Uptime} = \left(\frac{\text{Total Time} - \text{downtime}}{\text{Total Time}} \right) \times 100$ $\left(\frac{\text{Actual Up-time} + \text{Scheduled Downtime}}{\text{Total Hours}} \right) \times 100$
Downtime Calculation	Downtime is recorded from call registration until service restoration. Downtime is not considered for pre-scheduled preventive maintenance.
Non-Performance Deductions (NPDs)	Deductions applicable for failure to meet SLAs, including up-time, service delivery, and service engineer availability.
NPD-1: Up-time Non-Compliance	Minimum required up-time: 99.8%
Service Delivery Requirements	Priority Level -1: 24 hours resolution time Priority Level -2: 36 hours resolution time Service Request: 24 hours resolution time
NPD-2: Service Delivery Non-Compliance	Penalties as per defined penalty terms.
NPD-3: Service Engineer Absence	Penalties as per defined penalty terms

ii) The timelines for any trouble ticket logged in the system is as follows:

Category	Description	Response Time (From the time of intimation by OIL to Contractor)	Resolution Time
Priority 1 Critical	a. Active Directory service failure	1 hour	24 hours

	b. Domain Controller redundancy failure c. AD services down		
Priority 2 High	a. Critical software failure b. AADConnect sync failure c. Partial functionality failure in AD d. WSUS update failure. e. Patch update failure causing feature issues	4 hours	36 hours
Priority 3 Medium	Engineer not reporting for duty	3 hours	48 hours
Priority 4 Low/Service Requests	a. AD user account creation request b. Password reset request. c. AD Group creation/modification/ deletion request d. Group policy creation/modification/ deletion	4 hours	24 hours
Priority 4 Low/Service Requests	a. Implementation of security audit recommendations b. Ad-hoc jobs assigned by OIL as per operational requirement	1 business day	As per discussion with OIL
Planned Downtime	Scheduled AD maintenance	Pre-informed	As scheduled

B.5.2 Cloud Infrastructure

The managed services shall be governed by the following service level agreement (SLA) for the Azure services and appliances to be maintained by the technical support team. The timelines for any trouble ticket logged in the system is as follows:

Category	Description	Response Time	Resolution Time
Priority 1 Critical	Business critical systems and/or services are unavailable. <ul style="list-style-type: none"> Azure Infra related issues impacting business. Azure VMs down impacting business. Firewall issues impacting business. Cloud Services Router issues impacting business. Azure Express Route issue impacting business. Failure to meet RPO/RTO (Onprem VMware infra and Azure resources) 	1 hour	4 hours

Priority 2 High	Business critical systems and/or services are partially unavailable or running in degraded condition. <ul style="list-style-type: none"> • Azure Infra related issues not impacting business. • Azure VMs running on degraded service. • Azure Firewall issues but not impacting business. • Cloud Services Router issues but not impacting business. • Backup Vault issues. • Sync failure between Onprem VMware Private Cloud Infra and Azure resources 	2 hours	7 hours
Priority 3 Medium	Any application and/or service which is experiencing minor degradation or non-business critical functions, or features are non-operational or unavailable. Problem affects a single service or a single user. Emergency change requests.	3 hours	1 business day
Priority 4 Low/Service Requests	Any activity which will not affect normal business or operations such as patch releases, maintenance, upgrades or installation of new systems or software, Reports, and other non-effecting requests.	4 hours	2 business day

Note: Failure to meet any of the above resolution time requirements shall attract penalty calculated as mentioned under penalty terms.

B.5.3 Others

1. The proposed solution should provide 99.9 % uptime on monthly basis.
2. The performance and uptime review will be done by OIL and in case the Contractor/provider fails to meet the above SLA, penalty will be imposed as specified in the penalty clause.
3. A service report containing the following details must be submitted along with the invoices:
 - a. Solution uptime for the quarter
 - b. List of incidents and service requests attended during the quarter along with details like resolution time etc during the quarter.

C. SPECIAL TERMS AND CONDITIONS

C.1 GENERAL TERMS

1. Contractor should be Microsoft Licensing Services Provider (LSP).
2. **Duration of the Contract:** The contract shall remain valid for a period of 3 years from the date of commencement of the contract i.e. after completion of Part-A of mobilization.

3. **Submission of Documents:**

- a. Resume of the Support Engineers
- b. Signed Non-Disclosure Agreement (NDA)
- c. Signed Safety Measure Declaration

4. The Contractor should ensure that their OEMs will provide 24*7 support during the entire duration of the contract.

C.2 MOBILIZATION

Mobilization Period: Thirty (30) Days from the date of issue of LOA (Letter of Award). The Contractor has to complete the following activities during the mobilization period:

Part-A: The Contractor has to complete all the activities mentioned in this part (Part-A) within **fifteen (15) days** from the date of issuance of LOA.

- a. Delivery of Licenses:

The Contractor must deliver Microsoft license subscription as per the BOQ. All the licenses must be associated to the existing tenant of Oil India Ltd. (oilindia.onmicrosoft.com). All the line item of BOQ must be in Microsoft Enterprise Agreement with Oil India Limited.

- b. The Contractor will have to submit the resume/CVs of the engineers during the mobilization period. The provided document should contain the following information –

- i. Employee ID
- ii. Date of Birth
- iii. Educational Qualification
- iv. Experience
- v. Industry Certificate with Number/ID

Note: The CVs of the deployed personnels should be certified by the CEO/Country Head/Chief Operating Officer/HR Head or a partner with Power of Attorney. Service Provider/Contractor should submit CVs for at least the specified nos. of qualified personnels as above (B.4 - 4.i & ii). However, Contractor can propose/offer more than requisite number of personnels as indicated above for selection/consideration by the company under this tender.

- c. Arrange to make “*Photo Gate-Passes*” for all the personnel for working inside the OIL office premises.
- d. Signing of the Enterprise Agreement and the Software License Agreement, if applicable, between the respective parties.
- e. All the required licenses for the Azure Services (as mentioned in the BOQ) must be provided in soft or hard copy within the mobilization period. All the supplied software licenses must be perpetual in nature without any requirement for renewal.

- f. To furnish the Undertaking regarding the deployment of the service engineers as mentioned in Para B.4 4-ii) & iii) above

Part B:

1. The I&C activity will be considered complete upon fulfilment of the following criteria:

Completion of Active Directory migration including the ADMGMT, WSUS and AADConnect applications to the newly provisioned servers/VMs by Oil India Limited, ensuring the system is fully operational.

2. The contract will take effect upon the successful completion of the activities as defined under Part-A.
3. LD will be deducted according to standard LD clause as mentioned below if the Contractor fails for timely completion of the mobilization activities within the mentioned time period.
4. **LIQUIDATED DAMAGES FOR DELAY IN MOBILIZATION / COMPLETION OF WORKS AND SERVICES:** As mentioned above, the Contractor shall complete Part-A of the mobilization within **fifteen (15) days** from the date of issue of LOA. The entire mobilization activities, comprising Part-A and Part-B, is to be completed by the Contractor **within thirty (30) days** from the date of issue of the LOA.

In the event of the Contractor's failure to complete Part-A within 15 days and/or failure to complete the entire mobilization (Part-A and Part-B) within 30 days, the Contractor shall be liable to pay liquidated damages @ 0.5% of contract value, per week or part thereof of delay subject to maximum ceiling of 7.5% of contract value.

D. PENALTY TERMS

- a. If the service provider fails to meet SLA commitments, the following penalties shall apply:
- i. Critical Severity Issues: ₹2,000 per day beyond the SLA-defined resolution time.
 - ii. High Severity Issues: ₹1,000 per day beyond the SLA-defined resolution time.
 - iii. Medium Severity Issues: ₹500 per day beyond the SLA-defined resolution time.
 - iv. Low/Service Issues: ₹200 per day beyond the SLA-defined resolution time.
- b. Penalty or deduction shall not be levied in case the downtime conditions are attributable to OIL or any force majeure conditions.
- c. However, the total penalty and deductions in a quarter arising out of the above would not exceed 15% of quarterly bill.

E. PAYMENT TERMS

1. *Line Item-10 to 100 (of the BOQ/Price Bidding Format)*

Yearly license subscription charges for the M365 licenses used by OIL will be done on receipt of invoice after issuance of licenses (based on actual number of licenses as intimated by IT department of OIL).

2. *Line Item – 110 (of the BOQ/Price Bidding Format)*

Payment for Installation & Commissioning of the VMs/Servers i.e, migration of the Active Directory infra to the servers/VMs provisioned by Oil India Limited will only be processed upon successful completion of all activities outlined under I&C activity list as per clause B.1.2.

3. *Line Item – 120 (of the BOQ/Price Bidding Format)*

One-time payment against design and I&C of Private Cloud Azure DR setup will be done after successful completion of the activities mentioned under clause B.3.2.1 (Private Cloud Azure DR Setup).

4. *Line Item – 130 & 140 (of the BOQ/Price Bidding Format)*

Payment for Azure services will be made on a **quarterly basis**, based on the actual consumption of services at the Azure DC and DR sites.

5. *Line Item – 150 (of the BOQ/Price Bidding Format)*

Managed Services charges shall be paid **quarterly** following the successful completion of each quarter during the contract period after the contractor raises the invoice.

6. *Line Item – 160 (of the BOQ/Price Bidding Format)*

Payment will be done on-actual basis as and when the azure support plan will be utilized. Any penalty levied during the managed services period shall be deducted from the payment for that period as per SLA.

7. The total estimated Contract Price as indicated in Schedule of work, quantities & rates - Part II of this Contract is inclusive of all statutory liabilities viz. Corporate Income Tax, Personal Tax, etc. and GST. The Company shall pay the Contractor only for actual work done at the all-inclusive rates set down in Part-II of this Contract.

8. The Contractor must submit all Invoices through OIL Vendor Invoice Management portal only via <https://vim.oilindia.in>.

All Invoices are to be sent to the following address:

Head - IT Department,
Oil India Limited, Duliajan,
Assam – 786602

Note: All Invoices are to be addressed to the following address clearly mentioning the OIL's Work Order No. and Contract No. The amount shall be paid after deduction of penalty (if any) for the period of billing.