

Procurement of Microsoft Windows Server Licensing & Microsoft Exchange Server
Tender No.2(1)/2024-Addl.Dir(P&F)/PK-FBR
Response to Queries [18-03-2025]

S.No	Questions	Answers
1	Hardware vs. Licensing Responsibility Please confirm if FBR will procure and provide hardware separately or if the bidder is responsible for both hardware and software	Hardware will be provided by FBR
2	Licensing vs. Implementation Scope Is the supplier responsible for implementation, or does FBR have an existing team for deployment?	Deployment will be carried out by FBR technical team
3	Training Requirements Will the training be conducted onsite at FBR's premises or through an online platform and what will be the training scope?	Online training on "Microsoft Exchange Server Administration" for 5 persons
4	OEM Warranty & Support Clarification Since this is a software-only procurement, how should bidders comply with the 3-year OEM warranty requirement	Only Software Assurance is required with License
5	Kindly provide details regarding the required trainings, including the training titles, the total number of FBR resources to be trained, and whether the sessions will be conducted online or onsite etc.	Online training on "Microsoft Exchange Server Administration" for 5 persons
6	Please mention the details of physical servers for Exchange Server deployment e.g. Brand, Specifications, Generation etc. (Dell, Lenovo, Huawei etc.)	Virtualized Environment
7	Please provide details for Servers with No of exact Physical Cores on Each Server, RAM and Storage etc.	N/A
8	You have mentioned the Quantity of Physical Servers as 8 in your RFP and have asked for the Windows Server Datacenter and Standard Edition with mentioned cores for 8 Physical Servers! Now please share the details that how you have distributed the Windows Server Licenses with Datacenter and Standard Edition for Exchange VMs?	Windows licenses are not for Exchange, as exchange is virtualized
9	Have you finalized the Exchange Server Design at your end with all S/W and H/W requirements? (Yes /No)	Yes
10	If you have finalized the design by yourself, then have you conducted the proper design and planning exercise? And are you aware of the recommended H/W sizing and exact S/W requirements for Exchange Server to avoid any performance issues?	Yes
11	What is the reason for this project to deploy Microsoft Exchange Server? Like are you planning to upgrade from existing Exchange Server or you are going to migrate the services from any third-party email system?	FBR email servers are already on exchange 2019 Ent
12	You have mentioned 8 Exchange Servers with 4xExchange Servers on Primary and 4 at DR Site, so please tell us that how you will distribute the Exchange Server Roles on each machine at PR & DR sites?	N/A
13	Will your Exchange Server run on virtual machine? If yes then please mention the virtualization technology you are using? e.g HyperV, Vmware etc.	N/A
14	What email client are you using for your end users?	N/A
15	In case of MS Outlook, please mention the exact version in place.	N/A
16	You have mentioned the required Training for the deployed technologies, so please tell us that do you need a local training and for how many persons?	Online Exchange Training for 5 Persons

17	*You have mentioned the required support after sales / deployment and for this please provide the details in Answer area.	No Technical Support is required. However, 3 years support service for Software assurance is required
18	In your RFP at page#74 under Technical Specification> Point#4 you have mentioned the Volume Licensing Recommended! Please let us know that how you have selected volume licensing as a best choice for your requirements because volume licensing is deprecated by Microsoft?	N/A
19	*Do you need Microsoft Licenses with 3xYears support? If yes then we can quote you with software assurance (SA)! SA includes support for upgrade rights within 3 Years period of the agreement & with some additional cost also! Please give your input in answer area.	N/A
20	* Please mention your current OS level used for active directory domain controllers.	Windows Server 2019
21	What are your domain and forest functional level?	2016
22	Please provide details like total no. of Forests, Domains, Child Domains in your environment used with Exchange Server.	N/A
23	Please provide details of your Sites and domain controllers placement with FSMO roles distribution.	N/A
24	Number of AD Sites and Physical Locations with No. of Users?	N/A
25	What is the bandwidth b/w sites and how long it takes to replicate a change b/w Sites?	N/A
26	Do you perform the regular active directory health check tests?	N/A
27	Is there any antivirus installed on domain controllers? If yes then please mention details.	Crowdstrike EDR
28	Do you want to upgrade your current AD?	N/A
29	Please mention the Name of your Existing Email System?	Exchange 2019 Ent edition
30	(e.g. Exchange Server 2013,2016, Zimbra, Domino, AtMail etc.)	
31	If you are using any Hybrid Exchange Server with M365 Exchange Online then please provide the details! Otherwise	N/A
32	*In case of Exchange Server, please mention your current OS detail e.g. edition, version / patch level used for hosting Exchange Servers.	Exchange 2019 Ent edition, CU15
33	*Please mention the Build Numbers of all Exchange Servers in your infrastructure.	N/A
34	*Please mention the .Net Framework version installed on Exchange servers.	N/A
35	*Do you have enough space available on drive on which Exchange is installed? as in case a new CU update is installed on same directory then at least 20 GB free space should be available on installation drive!	N/A
36	*Please mention the Total Data Size of all of your existing mailbox databases hosted on your mail servers? (e.g. 500GB/ 5TB etc.)	N/A
37	What is the total no of mailboxes hosted on your mail servers? Please mention the total no. of mailboxes and active users mailboxes.	N/A
38	What is your per user mailbox quota size?	N/A
39	What are the current maximum mailbox sizes at your email servers?	N/A
40	What is the maximum email message size / attachment size allowed in your email system?	N/A
41	What are the peak hours for your servers?	N/A
42	Is there any power failure issue with your servers? If yes then mention the details.	N/A
43	Are there any performance issues with your servers? If yes then mention the details.	N/A
44	*Is there any backup solution in place for your mail servers? If yes, the please mention the high-level details.	Yes

45	Is there any firewall in place for messaging communication security? Provide details for any hardware or application	Yes
46	*Do you have any antivirus installed on Exchange servers? If yes then please mention the details.	N/A
47	Which spam filter you are using for email security?	N/A
48	Please provide details of your current Exchange Server roles with topology and roles placement including all sites	N/A
49	*How your DAG is configured? E.g.	N/A
50	· A node majority quorum model is used for DAGs with an odd number of members. OR	N/A
51	· A Node and File Share Majority quorum model is used for DAGs with an even number of members	N/A
52	Have you used automated activation mode enabled b/w DAG members across sites or have enabled DAC mode?	N/A
53	*What is the mechanism used for activating services b/w primary site and DR site? (Please mention the details Switchover or Failover method)	N/A
54	Do you have used windows-based Network Load Balancing (WNLB for Exchange 2013 or earlier) configure for CAS servers H/A or you are using any physical network load balancer etc.? Please provide details.	N/A
55	Are you using Exchange Edge Servers? And do you have configured HA between Edge servers?	N/A
56	In case of Edge Servers. have you made any customization to any XML file on CAS or Edge server? (For example, web.config files or the EdgeTransport.exe.config file.)	N/A
57	Please provide details of your inbound/outbound mail flow.	N/A
58	Are you using any application relays on your Exchange Servers? If yes then please provide high level details.	N/A
59	Which spam filter you are using for your email system?	N/A
60	Are you using any third-party security solution for Exchange other than Spam or Antivirus, e.g. any SIEM, MFA etc.?	N/A
61	Please provide the high-level details.	
62	Does FBR currently have Microsoft Exchange Server deployed, or is this a new implementation?	Already deployed
63	If Exchange is already deployed, what version is currently in use?	Microsoft Exchange Server 2019 Ent
64	Will the new licenses be used for migration, expansion, or a fresh setup?	Migration to Exchange 2025 SE On prem
65	Are there any existing Active Directory (AD) integrations or hybrid deployments with Microsoft 365 that we should	No
66	Is the bidder responsible for only supplying licenses or also deploying and configuring Exchange Server?	Only provisioning of Licenses
67	If deployment is required, is there a specific architecture or topology that FBR prefers?	N/A
68	Will FBR provide the required infrastructure (e.g., servers, storage), or should the bidder propose hardware	Infrastructure will be provided by FBR
69	Will these licenses be used for new servers or upgrading existing ones?	Both
70	Could you clarify the support and SLAs expected from the supplier (e.g., response time, resolution time)?	N/A
71	Does FBR require on-site support or remote assistance for troubleshooting?	N/A
72	Will FBR require training sessions for IT personnel on Exchange Server management?	Online training on "Microsoft Exchange Server Administration" for 5 persons