



Microsoft Corporation (India)  
Pvt. Ltd.  
Level 10, Tower C, Epitome,  
Building No. 5  
Tel: +91-124-415 8000  
DLF Cyber City, Sector 24,  
Phase 3  
<http://www.microsoft.in>  
Gurgaon – 122 002

Wednesday, July 20, 2023

**RFP Ref . No: na , na Date of Issue of RFP 7/20/2023**

**Sub: - Manufacturer Authorization for your procurement needs of Microsoft products**

Dear Sir/Madam,

We would like to thank you for considering Microsoft products for your requirement.

Microsoft Corporation, USA is a global producer of software and services and Microsoft Corporation (India) Pvt. Ltd., a private limited company duly incorporated in India is a wholly owned subsidiary of Microsoft Corporation. As per our worldwide policy, Microsoft works with distributors, resellers and others that are part of an ecosystem in each country ("business entity"). Such business entities carry out commercial transactions for Microsoft products and services, such as entering into contracts directly with customers, and are independent of Microsoft. Microsoft is the sole manufacturer of products like Windows Operating Systems, SQL Server, Office Professional, MS Project, Microsoft Office, Visual Studio, Exchange Server, Windows Server, [Additional product] which can be procured through such business entities.

We confirm that Aglo360 Technologies Pvt Ltd having its office at 96, PHASE V UDYOG VIHAR SECTOR 19 GURUGRAM HARYANA 122016 IN, is one such business entity for Microsoft products in India among others, and possesses the requisite ability and resources to supply Microsoft products to you and is authorized to respond to your software requirements for licenses and quote their terms and conditions for Microsoft's range of products, negotiate and contract with you independent of Microsoft against the above mentioned tender for the supply of Microsoft products.

We further confirm that as a policy, Microsoft always ships the latest products available at the time of placement of purchase order. Further, the **Microsoft Support Lifecycle policy** (published on <https://support.microsoft.com/en-us/lifecycle>) applies to most products currently available through retail



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purchase or volume licensing and most future release products. Below details Microsoft's current policies which offer a minimum of:

- 10 years of support (5 years Mainstream Support and 5 years Extended Support) at the [supported service pack level](#) for Business, Developer and Desktop Operating System products
- 5 years Mainstream Support at the [supported service pack level](#) for Consumer and Multimedia products
- To look up the Support lifecycle of a product, please refer to the following site and look up for the product: <http://support2.microsoft.com/gp/lifeselect>.
- Exception to the support policy - The products below will be following a Lifecycle policy of 7 years (5 years of Mainstream Support followed by 2 years of Extended Support), as an exception to the Fixed Lifecycle Policy providing 10 years of support for customers (5 years Mainstream followed by 5 years Extended).
  1. Office 2019
  2. Dyn365 Customer engagement on-premise
  3. Dyn365 business central on-premise

For more details, please refer to <https://support.microsoft.com/en-us/help/4470407>

To learn more about the categorization of Microsoft Lifecycle Policies please refer to

<https://support.microsoft.com/en-us/help/4014109/announcing-modern-and-fixed-policies>

[We understand that Aglo360 Technologies Pvt Ltd has quoted for Microsoft products with „Software Assurance (SA)“ in addition to License charges. Request you to verify the same based on your requirements. On subscribing to software assurance customers can avail benefits and entitlements as detailed in web link <http://www.microsoft.com/licensing/software-assurance/enterprise.aspx>]

We trust that the above points should suffice your requirements. Should you need further information or clarifications in this regard, please feel free to contact us.

Thank you,

For **Microsoft Corporation (India) Private Limited**



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A handwritten signature in black ink, appearing to read "Vinayendra Jain".

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Authorised Signatory

**Name:** Vinayendra Jain

**Designation:** Director - Territory Channels, East and North, SMB India

7/20/2023 | 8:30 PM IST