

Amendment to RFP for the supply, implementation and maintenance of secured e-mail solution

ODISHA GRAMYA BANK, HEAD OFFICE, BHUBANESWAR

SI No.	RFP Page No/ Clause	Description as per RFP	Amendment
1	Instruction to Bidders, eligibility Criteria # 3, Page # 7	Experience: The bidder shall be engaged in providing and managing e-mail solution with support service in India for the last 5 years in 2 organizations out of which 1 should be a PSU bank. The solution should be deployed/running successfully in at least 1 PSU banks/FIs in India consisting of at least 3000 users/mailboxes in each implementation. Testimonials evidencing the experience have to be submitted along with the technical bids. <u>1 PO to be connected as documentary proof.</u>	Experience: The bidder shall be engaged in providing and managing e-mail solution with support service in India for the last 5 years in 2 organizations out of which 1 should be a PSU or a bank or a FI or a Govt Organization. The solution should be deployed/running successfully in at least 1 PSU/banks/FIs/Govt Organization in India consisting of at least 2000 users/mailboxes in each implementation. Testimonials evidencing the experience have to be submitted along with the technical bids. <u>1 PO to be connected as documentary proof.</u>
2	Instruction to Bidders, eligibility Criteria # 9, Page # 8	Support Base: The bidder should have strong service and support network in Hyderabad, Chennai and Bhubaneswar. The bidder should submit a list of its engineers mentioning therein name, designation, qualification, experience, contact numbers and local address of company & its Branches along with the technical bid.	Support Base: The bidder should be able to provide service and support in Hyderabad, Chennai whenever required, either from OEM or by self or by third party. However, bidder should provide a support engineer at Head Office, Bhubaneswar during Bank's operation hours on all working days. The bidder should submit details of its support engineers mentioning therein name, designation, qualification, experience, contact numbers and local address of company & its Branches along with the technical bid.
3	Payment Terms- 1. Payment for solution license Cost , Page# 16	20% will be paid on acceptance of order and submission of bank guarantee to the bank for equivalent amount valid for 18 months from the acceptance of order. Rest 80% will be paid after implementation and go-live of the project.	90% of Total License Cost will be paid after successful implementation and go-live of the project. Rest 10% will be paid after submission of bank guarantee to the bank for equivalent amount valid for 36 months from the acceptance of order.
4	Payment Terms- 2. Payment for the hardware , Page# 16	50% will be paid on acceptance of order and submission of bank guarantee to the bank for equivalent amount valid for 18 months from the acceptance of order. Rest 50% will be paid after implementation and go-live of the project.	90% of Total Hardware Cost will be paid after successful implementation and go-live of the project. Rest 10% will be paid after submission of bank guarantee to the bank for equivalent amount valid for 36 months from the acceptance of order.
5	Payment Terms- 3. Payment for the solution implementation cost , Page# 16	30% after submission of bank guarantee to the bank for equivalent amount valid for 18 months from the acceptance of order. 40% on successful go-live of project. Rest 30% payment after 3 months of successful sign-off of the entire project on satisfactory performance of project.	100% will be paid after successful implementation and go-live of the project and successful sign-off of the entire project on satisfactory performance of project for one month. Branch Sign-off need to be provided by the bidder as confirmation e-mail from Branch Managers.

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6	DELIVERY, IMPLEMENTATION SCHEDULE & PENALTY CLAUSE, Penalty, 3. Penalty on account of downtime, Page# 18	Vendor will be liable to be penalized in case of downtime at following terms if the uptime is below 99.5%: More than 0.1 % to .2% downtime per month 1 % of the order value. More than 0.2 % to 0.3% downtime per month 2 % of the order value. More than 0.3 % to 0.4% downtime per month 3 % of the order value. And so on.... If the uptime is recorded below 99% then 10% of the invoice value payable after each quarter shall be deducted.	In case of Hardware or Software failure at DR, Hyderabad or DC, Chennai. A downtime of 6 Hours (2 hours for attendance and 4 hours for restoration of service) will be provided to the successful bidder. After 6 hours of grace period, the penalty for down time will be applicable. Vendor will be liable to be penalized in case of downtime at following terms if the uptime is below 99.5%: More than 0.1 % to .2% downtime per month 1 % of the order value. More than 0.2 % to 0.3% downtime per month 2 % of the order value. More than 0.3 % to 0.4% downtime per month 3 % of the order value. And so on.... If the uptime is recorded below 99% then 10% of the invoice value payable after each quarter shall be deducted.
7	Mail/Messaging Solution Sizing Parameters, Point # 2, Page# 5	OGB has present requirement of 3000 Mailboxes which may increase to 6000 users in a phased manner over 7 years.	OGB has present requirement of 3000 Mailboxes which may increase to 4000 users in a phased manner over 3 years.
8	Instruction to Bidders, eligibility Criteria # 10, Page # 8	Hardware Standards: The OEM and specification of proposed hardware to be supplied by bidder should be genuine and sufficient for smooth and good performance of e-mail solution. Bidder has to submit the technical specification and self-declaration by OEM and Bidder's Company in company letter-head. Bidder has to provide a certification of performance from any of the previously implemented institute. The hardware should have at least 3 years of warranty. Warranty certificate / declaration from OEM should be provided.	Hardware Standards: The OEM and specification of proposed hardware to be supplied by bidder should be genuine and sufficient for smooth and good performance of e-mail solution. All hardware should be listed in 4th Quadrant of Gartner's report. Bidder has to submit the technical specification and self-declaration by OEM and Bidder's Company in company letter-head. Bidder has to provide a certification of performance from any of the previously implemented institute. The hardware should have at least 3 years of warranty. Warranty certificate / declaration from OEM should be provided.
9	Scope of Work # 2, Page# 3	Bidder has to supply the servers and necessary security appliance hardware. All the hardware including servers shall then be property of Odisha Gramya Bank. Bidder has to ensure that the hardware specification should be sufficient to handle the highest possible load of operation without any downgrade in performance	Bidder has to supply the servers, necessary security hardware, Operating Systems and required software and it's licenses. All the hardware and software shall then be property of Odisha Gramya Bank. Bidder has to ensure that the hardware and software specification should be sufficient to handle the highest possible load of operation without any downgrade in performance