



ODISHA GRAMYA BANK

Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

RFP Ref. No. OGB/RFP/ITD/EMAIL/002/16-17, Amendment_1 Date: 09-02-2017

AMENDMENT_1: Re-Tender REQUEST FOR PROPOSAL (RFP) FOR THE SUPPLY, IMPLEMENTATION AND MAINTANANCE OF SECURED E-MAIL SOLUTION

Below is the result of Point of Discussion during Pre-Bid Meeting dated 03-02-2017 and Amendments to the RFP Ref. No. OGB/RFP/ITD/EMAIL/002/16-17 Dated: 25-01-2017

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3	1.1 Cost of Bid Document & EMD	The EMD should be submitted in the form of Bank Guarantee on in the Name of "Odisha Gramya Bank" payable at Bhubaneswar	Request the bank to allow the submission of EMD amount in the form of Bank Guarantee or Demand draft payable at Bhubaneswar in the name of Odisha Gramya bank	The above Cost of Bid document should be submitted in form of Demand Draft in name of "Odisha Gramya Bank" payable at Bhubaneswar and EMD amount should be submitted to bank in form of Bank Guarantee or Demand Draft in name of "Odisha Gramya Bank" payable at Bhubaneswar. In case of EMD in form of Demand Draft, Bidder has to renew the Demand Draft for EMD as an when required by Bank before completion of Demand Draft validity.
10	Instructions to Bidders ELIGIBILITY:	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. 1 PO to be connected as documentary proof.	Request the Bank to modify the clause as below: The bidder/OEM shall be engaged in providing and managing email solution with support service in India for last 5 years out of which 1 should be a PSU/or a bank or a FI or a Govt. organization. The solution should be deployed and running successfully in at least 1 PSU/Bank/FI/ Govt organization in India consisting of at least 2000 users or mailboxes in each implementation.	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/Reputed Organization (should be publicly listed company) in India consisting of at least 1000 users/mailboxes in each implementation. Testimonials evidencing the experience have to be submitted along with the technical bids. 1 PO to be connected as documentary proof.
3	PURPOSE OF THE RFP	Supply and support e-mail solution on cloud and integrate it with Bank's Intranet network via Disaster Recovery Center, Hyderabad.	Request you to kindly clarify if the solution on cloud is required to be setup as private cloud or a public shared cloud offering.	No Amendment. Solution on cloud required in public cloud offering but the data of Bank should be accessible to authorize personal of Bank only.
4	A. COMMON TERMS & CONDITIONS:	3. The Bidder / OEM can select either e-mail service as in-house or as on cloud or both.	Request you to kindly confirm that if we propose a cloud model you expect the banks data to be hosted on dedicated infrastructure only or on a shared server and other infrastructure.	No Amendment. Bidder or OEM need to decide on which model of cloud the solution should be deployed. But the bank data should only to accessible to only authorized personal of Bank.

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5	22. EXISTING INFRASTRUCTURE IN OGB	22. EXISTING INFRASTRUCTURE IN OGB: OGB branches are currently using Freeware e-mail solution (Squirrel Mail) for 600 users, which includes Head Office & Branches.	Is there any migration of existing data in scope as well?	No Amendment. Bank's existing e-mail data is 500GB. The bidder should migrate the e-mails from existing solution to the new e-mail solution.
5	23. Minimum specification of e-mail solution	23. Minimum specification of e-mail solution Email and Notes · IMAP, POP3 and EWS protocol support	Exchange Web Services (EWS) is an application program interface (API) that allows programmers to access Microsoft Exchange items such as calendars, contacts and email. Since this is a proprietary competitor specific protocol, request you to kindly review and rephrase this requirement.	IMAP and POP3 protocol support. EWS is optional.
7	RMS (Right Management Server):	RMS (Right Management Server): The solution should have RMS or similar feature for information rights management in mail.	RMS is competitor specific proprietary offering. Request you to kindly provide the requirements on RMS so we can provide the same through our solution as well.	RMS (Right Management Server): Bidder should provide below Right Management Services but not necessarily a RMS server. The Right Management Service should restrict the modification of contents in received mail while forwarding the same to another recipient.
7	A. TERMS & CONDITIONS for e-mail on CLOUD:	1. Either the Bidder or the OEM must have two datacenter within India configured in form of DC and DR to host the e-mail solution Platform.	Please advise if a single data center is sufficient as we shall be utilizing your data center for DR purposes.	1. Either the Bidder or the OEM must have two datacenter within India configured in form of DC and DR to host the e-mail solution Platform. Both the Data Center should have necessary ISO, SSAE certification. The Bidder has to submit the copy of valid certificates along with the Technical Bid.
7	A. TERMS & CONDITIONS for e-mail on CLOUD:	2. Licensing should be in subscription model.	Request you to kindly confirm that the subscription model is required for perpetual licenses? Please refer to the following clause as well from the RFP: E-Mail Solution will be taken on perpetual model with end of support not less than 8 years from date of release of Purchase Order. Supporting document or declaration from OEM needs to be submitted along with Technical Bid.	No Amendment.
9	A. TERMS & CONDITIONS for in-house e-mail solution:	14. During implementation vendor has to move the data of existing old e-mail solution of Bank to the new e-mail server / Database.	Please provide details on current mail solution with total data on server that needs to be moved.	No Amendment. Bank's existing e-mail data is 500GB. The bidder should migrate the e-mails from existing solution to the new e-mail solution.
25	ELIGIBILITY CRITERIA(ANNEXURE 'B'):	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.	Mailing solution should implemented any two organization with at least one 1000 user mailbox.	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/Reputed Organization (should be publicly listed company) in India consisting of at least 1000 users/mailboxes in each implementation. Testimonials evidencing the experience have to be submitted along with the technical bids. 1 PO to be connected as documentary proof.

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4	COMMON TERMS & CONDITIONS	"Bidder shall be responsible for setup/configuration of Email Access using Client (over Internet/Intranet), Browser & Mobile Devices/any hand held devices. E-mail access over Browser is mandatory".	Please confirm whether the Client they mentioned here is 'web client' only	No Amendment. The mentioned solution should have web client only. But necessary protocol should be available to integrate with open source e-mail clients.
4	A. COMMON TERMS & CONDITIONS:	E-mail should be accessible over internet and intranet to the authorized users.	If cloud then intranet access is unavailable.	No Amendment. The Successful Bidder may coordinate with Bank's Service Integrator to give limited access of Cloud Data Centre via Bank's Gateway router.
4	A. COMMON TERMS & CONDITIONS:	The e-mail solution should be capable of protecting the Bank's mail domain from getting blacklisted.	Need more clarity around this. Getting blacklisted from? Other organizations can blacklist any mail domains which they prefer.	The e-mail solution should be capable of creating rules to minimize the risk of Bank's mail domain from getting blacklisted.
6	Minimum specification of e-mail solution	Content Filtering • Integrated antivirus and(or) Anti-spam	It should be Antivirus and Ant spam. There should be more than one engine to prevent single point of failure	Content Filtering • Integrated antivirus and Anti-spam. One engine of Anti-Virus and Ant spam is sufficient.
7	RMS (Right Management Server):	RMS (Right Management Server): The solution should have RMS or similar feature for information rights management in mail.	RMS should get applied on both email and attachments. Attachments should continue to be rights-protected even after being downloaded from email.	RMS (Right Management Server): Bidder should provide below Right Management Services but not necessarily a RMS server. The Right Management Service should restrict the modification of contents in received mail while forwarding the same to another recipient.
	Additional points	Anywhere in the document	Messages should be encrypted when sent to internal or external recipients including personal email addresses like Gmail, yahoo and outlook	Messages should be encrypted when sent to internal or external recipients including personal email addresses like Gmail, yahoo and outlook
	Additional points	Anywhere in the document	The proposed solution should provide zero-day protection against malwares, along with dynamic delivery of the mail body while attachments are getting scanned at the backend.	No Amendment. Not required.
4	COMMON TERMS & CONDITIONS:	Success rate of e-mail delivery should be near to 100%	If mails are not delivered mail notifications can be sent.	If mails are not delivered, a failure notification should be sent to the sender.
4	A. COMMON TERMS & CONDITIONS:	This e-mail solution must have a backup Data base at DC, Chennai to keep data back-up in real time.	This e-mail solution must have a backup Data base at DC, Chennai to keep data back-up in real time.	In case, Bidder opt for in-house solution, the e-mail solution should have a backup Data base at DC, Chennai to keep data back-up in real time.
5	A. COMMON TERMS & CONDITIONS:	Mx Host (A), PTR & SPF needs to be made available by ISP and e-mail solution provider.	Who will buy domain? customer or solution provider	Mx Host (A), PTR & SPF needs to be made available by ISP and e-mail solution provider. The Solution Provider should buy the domain name "@odishabank.in" on behalf of Odisha Gramya Bank.
7	TERMS & CONDITIONS FOR E-MAIL ON CLOUD:	1. Either the Bidder or the OEM must have two datacenter within India configured in form of DC and DR to host the e-mail solution Platform.	The datacenters should be ISO 27001, ISO 27018, SSAE16 SOC1 Type II, SOC2 Type II certified.	1. Either the Bidder or the OEM must have two datacenter within India configured in form of DC and DR to host the e-mail solution Platform. Both the Data Center should have necessary ISO, SSAE certification. The Bidder has to submit the copy of valid certificates along with the Technical Bid.
	Additional points	Anywhere in the document	If a user leaves the organization, the service provider should be able to preserve the emails till end of term (5 years) and the mails should be accessible by the	If a user leaves the organization, the service provider should be able to preserve the emails for a period of 6 months from date of exit

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			administrator without the need of an active license assigned.	notification. The solution provider should be able to provide a portal or interface to e-mail admin to download the content of such user(s).
7	A. TERMS & CONDITIONS for e-mail on CLOUD:	<p>1. DLP (Data Link Prevention) Solution: The solution should be capable of providing DLP (Data Link Prevention) solution at Mail Messaging Gateway. Features of DLP solution as below:</p> <p>Discover where data is stored across your endpoints and servers; identify true data owners and be alerted to unusual activity</p> <p>Monitor how data is being used when users are on and off the corporate network</p> <p>Protect data by notifying users about policy violations, securing exposed files and folders, and stopping outbound communications</p> <p>Manage data loss policies, workflow and remediation, reporting and administration from a powerful web-based management console.</p>	Is DLP not required for the cloud mailing solution?	Data Link Prevention should be provided in both On-Premises and cloud solution.
10	Instructions to Bidders ELIGIBILITY:	<p>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. 1 PO to be connected as documentary proof.</p>	<p>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/Enterprise/Corporates or Reputed 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. 1 PO to be connected as documentary proof.</p>	<p>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/Reputed Organization (should be publicly listed company) in India consisting of at least 1000 users/mailboxes in each implementation. Testimonials evidencing the experience have to be submitted along with the technical bids. 1 PO to be connected as documentary proof.</p>
4	A. COMMON TERMS & CONDITIONS:	Bidder shall be responsible for setup/configuration of Email Access using Client (over Internet/Intranet), Browser & Mobile Devices/any hand held devices. E-mail access over Browser is mandatory	Please confirm whether the Client you have mentioned here is 'web client' only or 'rich client'?	No Amendment. The mentioned solution should have web client only. But necessary protocol should be available to integrate with open source e-mail clients.
4	A. COMMON TERMS & CONDITIONS:	The e-mail solution should be capable of protecting the Bank's mail domain from getting blacklisted.	Need more clarity around this. Getting blacklisted from and by whom? Other organizations can blacklist any mail domains which they prefer and want to Blacklist.	The e-mail solution should be capable of creating rules to minimize the risk of Bank's mail domain from getting blacklisted.
6	Minimum specification of e-mail solution	<p>Content Filtering</p> <ul style="list-style-type: none"> Integrated antivirus and(or) Anti-spam 	<p>It should be Antivirus and Ant spam (Please keep both Antivirus & Ant spam)</p> <p>There should be more than one engine to prevent single point of failure</p>	<p>Content Filtering</p> <ul style="list-style-type: none"> Integrated antivirus and Anti-spam. One engine of Anti-Virus and Ant spam is sufficient.

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7	RMS (Right Management Server):	RMS (Right Management Server): The solution should have RMS or similar feature for information rights management in mail.	RMS should get applied on both email and attachments. Attachments should continue to be rights-protected even after being downloaded from email.	RMS (Right Management Server): Bidder should provide below Right Management Services but not necessarily a RMS server. The Right Management Service should restrict the modification of contents in received mail while forwarding the same to another recipient.
	Additional points	Anywhere in the document	Messages should be encrypted when sent to internal or external recipients including personal email addresses like Gmail, Yahoo and Outlook	Messages should be encrypted when sent to internal or external recipients including personal email addresses like gmail, yahoo and outlook
	Additional points	Anywhere in the document	The proposed solution should provide zero-day protection against malwares, along with dynamic delivery of the mail body while attachments are getting scanned at the backend.	No Amendment. Not required.
7	A. TERMS & CONDITIONS for e-mail on CLOUD:	1. DLP (Data Link Prevention) Solution: The solution should be capable of providing DLP (Data Link Prevention) solution at Mail Messaging Gateway. Features of DLP solution as below: Discover where data is stored across your endpoints and servers; identify true data owners and be alerted to unusual activity Monitor how data is being used when users are on and off the corporate network Protect data by notifying users about policy violations, securing exposed files and folders, and stopping outbound communications Manage data loss policies, workflow and remediation, reporting and administration from a powerful web-based management console.	Is DLP not required for the Cloud Mailing Solution?	Data Link Prevention should be provided in both On-Premises and cloud solution.
7	TERMS & CONDITIONS FOR E-MAIL ON CLOUD:	1. Either the Bidder or the OEM must have two datacenter within India configured in form of DC and DR to host the e-mail solution Platform.	The datacenters should be ISO 27001, ISO 27018, SSAE16 SOC1 Type II, SOC2 Type II certified.	1. Either the Bidder or the OEM must have two datacenter within India configured in form of DC and DR to host the e-mail solution Platform. Both the Data Center should have necessary ISO, SSAE certification. The Bidder has to submit the copy of valid certificates along with the Technical Bid.
	Additional points	Anywhere in the document	If a user leaves the organization, the service provider should be able to preserve the emails till end of term (5 years) and the mails should be accessible by the administrator without the need of an active license assigned.	If a user leaves the organization, the service provider should be able to preserve the emails for a period of 6 months from date of exit notification. The solution provider should able to provide a portal or interface to e-mail admin to download the content of such user(s).
	Additional points	Anywhere in the document	For implementing a secured solution please add the technical specification that the proposed email solution should comply with the following specifications- 1. Standard of ISO/IEC 27001 - Information security management	Bidder should provide a copy of required ISO / IEC certificate of proposed mail solution for below categories, along with the technical bid. 1. Information Security Management 2. Personal Data Protection

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			2. ISO/IEC 27018 - Personal Data Protection 3. Encryption of Mail (128bit) 4. Anti-Spam & Malware in mail solution	
	Additional points	Anywhere in the document	Please allow minimum 15 days from the date of publication of corrigendum to prepare comprehensive bid.	No Amendment
10	Instructions to Bidders ELIGIBILITY:	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. 1 PO to be connected as documentary proof.	The bidder should have the experience of providing and managing e-mail solution in India during the last 5 years. The bidder should have at least 2 customers for relevant solution out of which at least 1 customer should be a PSU / Bank / FI / Indian Govt. organization with 500 users / mail boxes.	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/Reputed Organization (should be publicly listed company) in India consisting of at least 1000 users/mailboxes in each implementation. Testimonials evidencing the experience have to be submitted along with the technical bids. 1 PO to be connected as documentary proof.
	Generic : Features related to Email solution and current understanding.	Anywhere in the document	1. Dose customer have active directory in place; 2. Are all computers part of the domain; 3. What is the current email system in use; 4. Dose the current email system support IMAP protocol; 5. Dose the current email system have any calendar contacts and tasks; 6. What the total data size on the server which needs to be migrated; 7. Dose the end users current data need to be migrated to the new email server. 8. Which emails client are currently in use please provide details with name version; 9. How do users currently access emails ; 10. Dose customer have outlook licenses; 11. How many locations dose Odisha Gramya Bank have; 12. Pleas provide a location wise user break up; 13.What is the current internet Bandwidth.; 14. What is the network connectivity between branches and what is the bandwidth;	1. Bank do not have Active Directory in place. 2. Bank do not have any internal DNS configured. 3. Bank is using an open source mailing solution. 4. Yes, current email system support IMAP protocol; 5. No, the current email system do not have any calendar contacts and tasks; 6. Total Data Size of current mailing solution is 500GB. 7. Yes, the end users current data need to be migrated to the new email server. 8. Bank is using Dovecot mail platform. 9. User are using web-client of current mail solution. 10. Bank do not have outlook licenses. 11. Bank is having 562 Locations. 12. Branches and location list will be provided to technically qualified bidders. 13. Only DC and DR is having internet connectivity. Rest of the location are connected to DC and DR by intranet only and are not having internet connectivity. 14. Branches are having connectivity of 32Kbps / 64Kbps.

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18	Clause 4, Payment Terms	<ul style="list-style-type: none"> The Payment will be made as mentioned under: <ol style="list-style-type: none"> Payment for solution license Cost will be as under -100% of Total License Cost will be paid after delivery of paper license/e-license. Payment for the hardware procurement cost (if-any). -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 60 months from the acceptance of order. Payment for the solution implementation cost will be as under -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. Payment will be released only after satisfactory training provided by Successful bidder. Maintenance charges Payment for maintenance and support charges will be released quarterly in arrear after satisfactory performance and receipt of proper invoice. 	It looks like the payment terms is for On-premise implementation model. However, since the RFP also giving option for Cloud model, request payment terms pertaining to the same. For Cloud based solution, Payment terms should be on an subscription mode with monthly / quarterly / periodically	<p>4. Payment Terms for Cloud services.</p> <p>-The payment for cloud services will be initiated on pro-rata based on the number of users and type as ordered by Bank on each Purchase Order.</p> <p>-The Recurring payment will be done as Quarterly in Advance provided that bidder should generate correct invoice on time.</p> <p>-Bidder should submit a Bank Guarantee to the bank for an equivalent amount of 10% of the order value in each Purchase Order. The validity of Bank Guarantee should 60 months or till end of contract period (whichever is earlier) from the date of Acceptance of First Purchase Order. Bank will initiate the recurring payment only after receiving the Bank Guarantee from Bidder for Performance.</p>
18	4. PAYMENT TERMS > Point No. 2	<p>-90% of Total Hardware Cost will be paid after successful implementation and go-live of the project.</p> <p>-Rest 10% will be paid after submission of bank guarantee to the bank for equivalent amount valid for 60months from the acceptance of order.C1</p>	Request Bank to change the clause as below: - '- 90% hardware should be on delivery balance 10% on installation	No Amendment
18	4. PAYMENT TERMS > Point No. 3	-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. Payment will be released only after satisfactory training provided by	Request Bank to change the clause as below: - 50% advance and balance 50% after successful implementation	No Amendment
4	A 8	The Web interface of the email client should be compatible with all type and versions of browsers	The solutions cannot support previous legacy versions of browsers and every browser. It will support all well-known browsers with latest or n-1	The mail solution should support minimum of Internet Explorer 8 or Above and latest versions of other Browsers like Google Chrome, Mozilla Firefox etc.

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			versions. Request to change the statement accordingly	
8	C8	The solution should allow server side archived / journal data to be stored in encrypted format on a separate database	How many years of data needs to be journaled? Is it required for all the users or only few? How often do you want to retrieve?	Messaging solution should support archiving or journaling feature for storing/ retaining email data as per compliance requirements for 5 Years. This can be either at Server Side or Client Side as per Bank's policy requirements.
3	2	Mailbox Sizing	What percentage of users will fall in to these 3 profiles	Please refer the RFP document for numbers of user in each profile.
17	3.1	There will be no charges for additional customization during warranty during implementation phase if any upgrades / updates / new version releases comes, it should be implemented at no extra cost to bank.	What customization is expected? We cannot have open ended statements in scope	There will be no charges for additional customization on view, user interface and integration with other software during warranty during implementation phase if any upgrades / updates / new version releases comes, it should be implemented at no extra cost to bank.
23	Clause 15, Termination of Contract	General Query	Request Bank to add the below Clause: "The Bidder may terminate this Agreement upon written notice to Bank if Bank commits a default or material breach under this Agreement and does not remedy the default or material breach within 30 days of notice from Bidder".	No Amendment
23	Clause 15, Termination of Contract	Limitation of Liability:	Request Bank to add the below Clause: "Notwithstanding the other provisions of this Agreement, in no event shall the CMS IT be liable to the Bank or any third party for a monetary amount greater than the total contract value. Neither party shall be liable to the other party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising".	Limitation of Liability: The liability of bidder under the scope of this RFP is limited to the value of the relevant order.
3	PURPOSE OF THE RFP	Supply and support e-mail solution on cloud and integrate it with Bank's Intranet network via Disaster Recovery Center, Hyderabad.	Request you to kindly clarify if the solution on cloud is required to be setup as private cloud or a public shared cloud offering.	No Amendment . Solution on cloud required in public cloud offering but the data of Bank should be accessible to authorized personal of Bank only.
4	A. COMMON TERMS & CONDITIONS:	3. The Bidder / OEM can select either e-mail service as in-house or as on cloud or both.	Request you to kindly confirm that if we propose a cloud model you expect the banks data to be hosted on dedicated infrastructure only or on a shared server and other infrastructure.	No Amendment . Bidder or OEM need to decide on which model of cloud the solution should be deployed. But the bank data should only to accessible to only authorized personal of Bank.
5	22. EXISTING INFRASTRUCTURE IN OGB	22. EXISTING INFRASTRUCTURE IN OGB: OGB branches are currently using Freeware e-mail solution (Squirrel Mail) for 600 users, which includes Head Office & Branches.	Is there any migration of existing data in scope as well?	No Amendment . Bank's existing e-mail data is 500GB. The bidder should migrate the e-mails from existing solution to the new e-mail solution.

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5	23. Minimum specification of e-mail solution	23. Minimum specification of e-mail solution Email and Notes · IMAP, POP3 and EWS protocol support	Exchange Web Services (EWS) is an application program interface (API) that allows programmers to access Microsoft Exchange items such as calendars, contacts and email. Since this is a proprietary competitor specific protocol, request you to kindly review and rephrase this requirement.	IMAP and POP3 protocol support. EWS is optional.
7	RMS (Right Management Server):	RMS (Right Management Server): The solution should have RMS or similar feature for information rights management in mail.	RMS is competitor specific proprietary offering. Request you to kindly provide the requirements on RMS so we can provide the same through our solution as well.	RMS (Right Management Server): Bidder should provide below Right Management Services but not necessarily a RMS server. The Right Management Service should restrict the modification of contents in received mail while forwarding the same to another recipient.
7	A. TERMS & CONDITIONS for e-mail on CLOUD:	1. Either the Bidder or the OEM must have two datacenter within India configured in form of DC and DR to host the e-mail solution Platform.	Please advise if a single data center is sufficient as we shall be utilizing your data center for DR purposes.	1. Either the Bidder or the OEM must have two datacenter within India configured in form of DC and DR to host the e-mail solution Platform. Both the Data Center should have necessary ISO, SSAE certification. The Bidder has to submit the copy of valid certificates along with the Technical Bid.
7	A. TERMS & CONDITIONS for e-mail on CLOUD:	2. Licensing should be in subscription model.	Request you to kindly confirm that the subscription model is required for perpetual licenses? Please refer to the following clause as well from the RFP: E-Mail Solution will be taken on perpetual model with end of support not less than 8 years from date of release of Purchase Order. Supporting document or declaration from OEM needs to be submitted along with Technical Bid.	No Amendment.
9	A. TERMS & CONDITIONS for in-house e-mail solution:	14. During implementation vendor has to move the data of existing old e-mail solution of Bank to the new e-mail server / Database.	Please provide details on current mail solution with total data on server that needs to be moved.	No Amendment. Bank's existing e-mail data is 500GB. The bidder should migrate the e-mails from existing solution to the new e-mail solution.
11	Additional Documents	Copies of Company PAN /ST No. / Service Tax Registration Certificate to be enclosed. The Service Centre of Odisha must be incorporated with the Service Tax authorities, hence the Service Tax Registration certificate must indicate the Odisha service center address also	Service Tax Registration certificate could not be provided for Odisha state.	Copies of Company PAN /ST No. / Service Tax Registration Certificate to be enclosed.
5	23. Minimum specification of e-mail solution	23. Minimum specification of e-mail solution Email and Notes · IMAP, POP3 and EWS protocol support	Exchange Web Services (EWS) is an application program interface (API) that allows programmers to access Microsoft Exchange items such as calendars, contacts and email. Since this is a proprietary competitor specific protocol, request you to kindly review and rephrase this requirement.	IMAP and POP3 protocol support. EWS is optional.

Page No	Head	RFP Existing Clause	Bidder's Query Clarification / Suggestion	Bank's Remark / Amendment
6	Minimum specification of e-mail solution	Mobile <ul style="list-style-type: none"> • Exchange ActiveSync 14.1 (optional) • CalDAV/CardDAV/IMAP client support • Sync app for Android (optional) • Global address list synchronization 	Sync app for Android : Axigen does not provide a Sync App for Android but there are several which are compatible with Axigen either via ActiveSync or via CalDAV/CardDAV/IMAP/SMTP	No Amendment. Android app is optional.
6	Minimum specification of e-mail solution	Server Management <ul style="list-style-type: none"> • Remote web based administration • Administration API • Customizable login page • One-click software updates • Automated server backup • Multiple domains • Custom logo per domain • Distributed domains • SMTP server relay routing (smart host) • Email archiving / Journal or similar feature • Moderated mailing lists with NNTP • Recover deleted items • Status, activity, and debug monitoring • Audit logs, charts, reports, and statistics • Message queue status & configuration • IMAP & Exchange migration tools • Domain Footers with variable fields • IPv6 Support 	One-click software updates: Software updates are available via the command line with an easy to upgrade kit. Automated server backup: Automated server backup can be achieved using scripts Distributed domains: A domain can be distributed on multiple back ends Moderated mailing list with NNTP: Axigen supports moderated mailing lists but not with NNTP Recover deleted items: This is not possible in Axigen unless the archiving is enabled to a dedicated archive account. Then email can be recovered from the archive.	Server Management <ul style="list-style-type: none"> • Remote web based administration • Administration API • Customizable login page • One-click software updates on web-portal or using CLI • Automated server backup • Multiple domains • Custom logo per domain • Distributed domains • SMTP server relay routing (smart host) • Email archiving / Journal or similar feature • Moderated mailing lists with NNTP (optional) • Recover deleted items from archived data • Status, activity, and debug monitoring • Audit logs, charts, reports, and statistics • Message queue status & configuration • IMAP & Exchange migration tools (optional) • Domain Footers with variable fields • IPv6 Support
6	Minimum specification of e-mail solution	Security <ul style="list-style-type: none"> • Remote mobile device wipe (optional) 	Security: Remote mobile device wipe: Axigen does not support remote mobile device.	No Amendment. This is an optional feature.
6	Minimum specification of e-mail solution	User Management <ul style="list-style-type: none"> • Linux PAM (optional) 	User Management: Linux PAM : Axigen does not support this authentication method	No Amendment. This is an optional feature.
7	RMS (Right Management Server):	RMS (Right Management Server): The solution should have RMS or similar feature for information rights management in mail.	RMS (Right Management Server): The solution should have RMS or similar feature for information rights management in mail: Axigen does not support this.	RMS (Right Management Server): Bidder should provide below Right Management Services but not necessarily a RMS server. The Right Management Service should restrict the modification of contents in received mail while forwarding the same to another recipient.
38	Calendaring	The messaging solution should have wide administrative capabilities to control over calendaring.	PLEASE SPECIFY THE EXACT REQUIREMENT:	The administrator should able to schedule meeting, unscheduled meeting for all or particular users. This also include the administrative right to change the colander format, mark holiday for all user's colander.
4	COMMON TERMS & CONDITIONS:	The Web Interface of E-mail client should be compatible with all type and version of browser irrespective of	Comment : For List of Supported Web Browsers by Axigen refer to link	The mail solution should support minimum of Internet Explorer 8 or Above and latest versions of other Browsers like Google Chrome, Mozilla Firefox etc.

Page No	Head	RFP Existing Clause	Bidder's Query Clarification / Suggestion	Bank's Remark / Amendment
		whether Java is installed in the system or not. It should not install any version of JRE or JVM in client system	"https://www.axigen.com/mail-server/platforms/"	
4	A. Common TERMS & CONDITIONS:	The e-mail solution should be capable of protecting the Bank's mail domain from getting blacklisted.	Comment: For on premise software this is the task of the system admin.	The e-mail solution should be capable of creating rules to minimize the risk of Bank's mail domain from getting blacklisted.
23	TERMINATION OF CONTRACT	The quality of services given by the vendor will be reviewed every 3 months and if the services are not found satisfactory, the bank reserves the right to terminate the contract by giving 30 days 'notice to the vendor. The decision of the bank regarding quality of services shall be final and binding on the vendor. In such case, Bank reserve rights reject any cancellation or termination charges or any pre-termination charges issued by vendor.	Need 30 days cure period	The quality of services given by the vendor will be reviewed every 3 months and if the services are not found satisfactory, the bank reserves the right to terminate the contract by giving 30 days 'notice to the vendor and 30 days of cure period. The decision of the bank regarding quality of services shall be final and binding on the vendor. In such case, Bank reserve rights reject any cancellation or termination charges or any pre-termination charges issued by vendor.
19	1. DELIVERY, IMPLEMENTATION SCHEDULE & PENALTY CLAUSE - b) Delivery	The final —project time plan should be submitted by the bidder within two weeks of acceptance of order, to the bank for vetting. After getting Sign-Off from the bank on project time plan, the required software product will be delivered to the bank within 2 weeks from the date of purchase order. Besides downloadable form, the software should also be provided in CD/DVD/Hard Disk. In case of delayed delivery or incomplete delivery, the date of receipt of the complete and final components as per the project time plan shall be treated as delivery date.	Change the delivery period to 6 weeks	The final —project time plan should be submitted by the bidder within two weeks of acceptance of order, to the bank for vetting. After getting Sign-Off from the bank on project time plan, the required software product should be delivered to the bank within 6 weeks from the date of purchase order. Besides downloadable form, the software should also be provided in CD/DVD/Hard Disk. In case of delayed delivery or incomplete delivery, the date of receipt of the complete and final components as per the project time plan shall be treated as delivery date.

TECHNICAL SPECIFICATIONS

Amendment to the Technical Specification Compliance Sheet:

SI No	Existing Technical Specifications	Amended Technical Specifications	Compliance (Yes/No)	Bidders Specifications/ Response
1	The proposed Mail Messaging OEM application should be an enterprise class, commercially available solution and should have a version history and published future roadmap for next 5 years	The proposed Mail Messaging OEM application should be an enterprise class, commercially available solution and should have a version history and published future roadmap for next 5 years		
2	The proposed Messaging Solution should support any one of the leading platforms like Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, and RHEL. But the client or end user interface must be compatible with windows OS, Java 6 JRE.	The proposed Messaging Solution should support any one of the leading platforms like Windows, SUN SOLARIS, SUSE LINUX, and RHEL. But the client or end user interface must be compatible with windows OS, Java 6 JRE.		
3	The proposed solution should not include any individual components running on beta version	The proposed solution should not include any individual components running on beta version		
4	The proposed messaging solution should provide high availability.	The proposed messaging solution should provide high availability.		
5	The proposed messaging solution should be scalable to handle up-to 2500 mailboxes.	The proposed messaging solution should be scalable to handle up-to 2500 mailboxes.		
6	The proposed messaging solution should support standard protocols like POP3/IMAP/HTTP/EWS and SMTP, S/MIME over normal and secure channels	The proposed messaging solution should support standard protocols like POP3/IMAP/HTTP/EWS(Optional) and SMTP, S/MIME (Optional) over normal and secure channels		
7	The directory server (if, any) proposed with the e-mail solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP v3.0 or higher	The directory server (if, any) proposed with the e-mail solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP v3.0 or higher		
8	The proposed messaging solution should be accessible through browser using http/https using browsers -Internet explorer 8, Mozilla, Firefox, Safari and Google Chrome.	The proposed messaging solution should be accessible through browser using http/https using browsers -Internet explorer 8, Mozilla, Firefox, Safari and Google Chrome.		
9	The proposed messaging solution should support Web based client. All necessary licenses should be included as part of the proposal	The proposed messaging solution should support Web based client. All necessary licenses should be included as part of the proposal		
10	The proposed messaging solution should have built in server side filtering rule for messages	The proposed messaging solution should have built in server side filtering rule for messages		
11	The proposed messaging solution should support multiple domains on a single system.	The proposed messaging solution should support multiple domains on a single system.		
12	The proposed solution should provide Gateway servers for user access functions with capabilities like web based Mail, push based mobile mail access and VPN less secure email access from internet.	The proposed solution should provide Gateway servers for user access functions with capabilities like web based Mail, push based mobile mail access and VPN less secure email access from internet.		
13	Solution provide tools to handle disaster recovery scenarios like re-connection to the user account, support for recovery of individual or group of mailboxes, support for merging or copying recovered mailboxes	Solution provide tools to handle disaster recovery scenarios like re-connection to the user account, support for recovery of individual or group of mailboxes, support for merging or copying recovered mailboxes		
14	The proposed messaging solution should provide access of mails via secured internet access on mobiles.	The proposed messaging solution should provide access of mails via secured internet access on mobiles.		

SI No	Existing Technical Specifications	Amended Technical Specifications	Compliance (Yes/No)	Bidders Specifications/ Response
15	Proposed solution should have a capability to priorities the restore of services to Power users during any outage situation.	Proposed solution should have a capability to priorities the restore of services to Power users during any outage situation.		
16	On reaching quota limit, user should be able to delete mails but cannot send or forward mails on both Web and Native Clients. System should be capable to send quota notification alert.	On reaching quota limit, user should be able to delete mails but cannot send or forward mails on both Web and Native Clients. System should be capable to send quota notification alert.		
17	The proposed messaging solution should have Delivery Status Notification providing an e-mail sender ability to specify success, failure, delay or none of the message.	The proposed messaging solution should have Delivery Status Notification providing an e-mail sender ability to specify success, failure, delay or none of the message.		
18	Proposed mailing solution should have capability of keeping data backup with backup data server.	Proposed mailing solution should have capability of keeping data backup with backup data server.		
Overall System Security				
1	The user authentication should be from the Services used for Mail Messaging.	The user authentication should be from the Services used for Mail Messaging.		
2	The proposed services should support single authentication mechanism for all components of the solution. Users should use single User Name and single password for all components of Mail.	The proposed services should support single authentication mechanism for all components of the solution. Users should use single User Name and single password for all components of Mail.		
3	The proposed messaging solution Should relay the mails from the clients in the trusted network or to the domains that are configured as authorized relay destination	The proposed messaging solution Should relay the mails from the clients in the trusted network or to the domains that are configured as authorized relay destination		
4	The proposed messaging solution should support Simple Authentication and Security Layer (SASL)	The proposed messaging solution should support Simple Authentication and Security Layer (SASL)		
5	The proposed messaging solution should have support for Enhanced Simple Mail Transfer Protocol (ESMTP) facilitating security authentication. The Mail Transfer Agent should support sending mails in graphics, audio, video files and text in Hindi and English formats	The proposed messaging solution should have support for Enhanced Simple Mail Transfer Protocol (ESMTP) facilitating security authentication. The Mail Transfer Agent should support sending mails in graphics, audio, video files and text in Hindi and English formats		
6	The proposed messaging solution should provide SSL/TLS and MIME support for encrypted communication.	The proposed messaging solution should provide SSL/TLS and MIME support for encrypted communication.		
7	The proposed messaging solution should be able to validate sender domain in DNS (Sender Policy Framework)	The proposed messaging solution should be able to validate sender domain in DNS (Sender Policy Framework)		
8	The proposed messaging solution should be protected from Denial of Service Attacks	The proposed messaging solution should be protected from Denial of Service Attacks		
9	The proposed security appliance or software should be capable of scanning, identifying and filtering any type of attack or virus transmitting via incoming or outgoing mail.	The proposed security appliance or software should be capable of scanning, identifying and filtering any type of attack or virus transmitting via incoming or outgoing mail.		
Web Interface				
1	All Web mail functionality should be accessible through all supported web browsers including Internet Explorer 8 and above, Mozilla Firefox and Google Chrome in the proposed messaging solution	All Web mail functionality should be accessible through all supported web browsers including Internet Explorer 8 and above, Mozilla Firefox and Google Chrome in the proposed messaging solution		
2	The proposed messaging solution should support timeout to automatically sign off a user if the system detects a prolonged period of inactivity			

SI No	Existing Technical Specifications	Amended Technical Specifications	Compliance (Yes/No)	Bidders Specifications/ Response
		The proposed messaging solution should support timeout to automatically sign off a user if the system detects a prolonged period of inactivity		
3	The proposed messaging solution should have rich and interactive web-based interface for end user functions (accessible via HTTP or HTTPS) but should be light weight at client side.	The proposed messaging solution should have rich and interactive web-based interface for end user functions (accessible via HTTP or HTTPS) but should be light weight at client side.		
4	The proposed messaging solution should support automatic refresh of the user interface to automatically display newer messages and other updates	The proposed messaging solution should support automatic refresh of the user interface to automatically display newer messages and other updates		
5	The proposed messaging solution should provide administrators the ability to define web mail session idle time at the global level	The proposed messaging solution should provide administrators the ability to define web mail session idle time at the global level		
6	The proposed messaging solution web interface should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.	The proposed messaging solution web interface should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.		
7	The proposed messaging solution should support customization of look and feel, logo, color themes, of the web mail client	The proposed messaging solution should support customization of look and feel, logo, color themes, of the web mail client		
8	The proposed messaging solution should allow users to search from within the web client.	The proposed messaging solution should allow users to search from within the web client.		
9	The proposed messaging solution should support auto address completion including stored email addresses as they are being typed, including a dynamically updated selection dialog when multiple addresses match.	The proposed messaging solution should support auto address completion including stored email addresses as they are being typed, including a dynamically updated selection dialog when multiple addresses match.		
10	The proposed messaging solution should provide the ability to assign tags/categories to To Do, Contacts, and Calendar entries. Ability to assign tags to mail messages and configure alarms.	The proposed messaging solution should provide the ability to assign tags/categories to To Do, Contacts, and Calendar entries. Ability to assign tags to mail messages and configure alarms.		
11	The proposed messaging solution should have the ability to render and create messages, appointments in HTML format and Text format.	The proposed messaging solution should have the ability to render and create messages, appointments in HTML format and Text format.		
12	The proposed messaging solution should have a built-in rich text editor for composing messages with support for color, fonts, attributes, font size, hyperlinks, etc.	The proposed messaging solution should have a built-in rich text editor for composing messages with support for color, fonts, attributes, font size, hyperlinks, etc.		
13	The proposed messaging solution should have the ability to check and correct spelling while composing a mail message, calendar appointment, or web Document using an interactive spell check session	The proposed messaging solution should have the ability to check and correct spelling while composing a mail message, calendar appointment, or web Document using an interactive spell check session		
14	The proposed messaging solution should provide users ability to choose from recipients stored in personal Address Books, or the Global Address List	The proposed messaging solution should provide users ability to choose from recipients stored in personal Address Books, or the Global Address List		
15	Proposed solution should support appending an email signature.	Proposed solution should support appending an email signature.		
16	The proposed messaging solution Web Interface should have user definable folders to organize mail.	The proposed messaging solution Web Interface should have user definable folders to organize mail.		

SI No	Existing Technical Specifications	Amended Technical Specifications	Compliance (Yes/No)	Bidders Specifications/ Response
17	The proposed messaging solution web interface should support email addressing and look up from Corporate address book for wide list of contacts, group mailing etc.	The proposed messaging solution web interface should support email addressing and look up from Corporate address book for wide list of contacts, group mailing etc.		
18	The proposed messaging solution web interface should support read receipt request - while composing a message, user can mark the message to request for a read receipt notification from the recipient and delivery status notification.	The proposed messaging solution web interface should support read receipt request -while composing a message, user can mark the message to request for a read receipt notification from the recipient and delivery status notification.		
19	The Web Interface should have feature to send and receive files as attachments in the proposed messaging solution.	The Web Interface should have feature to send and receive files as attachments in the proposed messaging solution.		
20	The proposed messaging solution should support Message Priority feature -to set priority of messages while composing them	The proposed messaging solution should support Message Priority feature -to set priority of messages while composing them		
21	The proposed messaging solution should support filtering of incoming mails based on user definable filtering rules	The proposed messaging solution should support filtering of incoming mails based on user definable filtering rules		
22	The proposed messaging solution should support webmail user to send and receive files as MIME attachments	The proposed messaging solution should support webmail user to send and receive files as MIME attachments		
23	Proposed solution should have web interface features for notification of new mails without refreshing the browser.	Proposed solution should have web interface features for notification of new mails without refreshing the browser.		
24	Webmail interface should have an integrated calendar providing the following features: shared calendar, to-do lists, event scheduler and reminders	Webmail interface should have an integrated calendar providing the following features: shared calendar, to-do lists, event scheduler and reminders		
25	The user should be able to change/reset the Password through web interface.	The user should be able to change/reset the Password through web interface.		
26	User should be able to mark mails as read or unread and maintain flags for follow ups	User should be able to mark mails as read or unread and maintain flags for follow ups		
27	The Webmail interface should provide feature to search messages based on: From, To, Cc, Bcc, Subject and body but not limited to these, search in the folders and also advance search capabilities.	The Webmail interface should provide feature to search messages based on: From, To, Cc, Bcc, Subject and body but not limited to these, search in the folders and also advance search capabilities.		
28	User should be able to flag important email items for the purpose of follow-up, indicated by a flag in the inbox. Additionally, user should be capable of setting an alarm as a reminder of a follow-up action, like marking an e-mail for follow-up on the day prior to an important meeting or deadline. Reminder alarms are generated automatically, helping to increase operational efficiency across the organization.	User should be able to flag important email items for the purpose of follow-up, indicated by a flag in the inbox. Additionally, user should be capable of setting an alarm as a reminder of a follow-up action, like marking an e-mail for follow-up on the day prior to an important meeting or deadline. Reminder alarms are generated automatically, helping to increase operational efficiency across the organization.		
29	The messaging solution Should allow the user to open any major functional area—mail, calendar, to-do list, contact list or notebook—in a new window.	The messaging solution Should allow the user to open any major functional area—mail, calendar, to-do list, contact list or notebook—in a new window.		
30	The mail messaging solution Should support basic authentication, session authentication, secure logoff, Secure Sockets Layer encryption and active content filtering.	The mail messaging solution Should support basic authentication, session authentication, secure logoff, Secure Sockets Layer encryption and active content filtering.		
31	The messaging solution Should be able to send encrypted messages, signed messages and also capable of verifying the digital signatures—directly from the browser interface.	The messaging solution Should be able to send encrypted messages, signed messages.		

SI No	Existing Technical Specifications	Amended Technical Specifications	Compliance (Yes/No)	Bidders Specifications/ Response
32	Users should be able to access web mail using a common URL published for the email site.	Users should be able to access web mail using a common URL published for the email site.		
33	Users should be capable of viewing the total size and available space of their mail boxes	Users should be capable of viewing the total size and available space of their mail boxes		
34	Proposed mailing solution should be capable of providing multiple user login access session for group e-mail ids.	Proposed mailing solution should be capable of providing multiple user login access session for group e-mail ids.		
Calendaring				
1	The messaging solution should support an integrated user-friendly calendaring feature that is able to support requirements as listed below :	The messaging solution should support an integrated user-friendly calendaring feature that is able to support requirements as listed below :		
2	Shared/Group Calendars, Schedule Reminders.	Shared/Group Calendars, Schedule Reminders.		
3	Should support Schedulable Out of Office. Out of Office messages should be scheduled to begin and end at given dates/times. It should support for separate out-of-office messages to be set for internal and external recipients, Should support blocking Out of Office messages from distribution lists-. Out of Office messages should not be sent to the entire membership of a distribution list that is listed in the To or Cc boxes	Should support Schedulable Out of Office. Out of Office messages should be scheduled to begin and end at given dates/times. It should support blocking Out of Office messages from distribution lists-. Out of Office messages should not be sent to the entire membership of a distribution list that is listed in the To or Cc boxes		
4	The messaging solution should have wide administrative capabilities to control over calendaring.	The messaging solution should have wide administrative capabilities to control over calendaring. The administrator should be able to schedule meeting, un-schedule meeting for all or particular users. This should also include the administrative right to change the calendar format, mark holiday for all user's calendar.		
Address Book				
1	The Mail Messaging Solution Ability to index Corporate Address book and personal address book alphabetically. All address books must be available to the users through rich client, web client and optional support on mobile devices.	The Mail Messaging Solution Ability to index Corporate Address book and personal address book alphabetically. All address books must be available to the users through rich client, web client and optional support on mobile devices. The Mail Solution should support all standard protocols required to configure mail client with the in-built mail app in Android or IOS Operating Systems.		
2	The messaging solution should have ability to perform a LDAP based address book lookup.	The messaging solution should have ability to perform a LDAP based address book lookup.		
3	The user should be able to add/delete/modify the contacts in address book via email client, web client and mobile client	The user should be able to add/delete/modify the contacts in address book via email client, web client and mobile client		
4	The directory should provide an interface for messaging clients to download the address book to their local machine and work offline	The directory should provide an interface for messaging clients to download the address book to their local machine and work offline		
Mobile Access (For Power Users only) (optional)				
1	The proposed messaging solution should support and be configured for push based emails on popular mobile platforms: Windows, Android and (or) IOS.	The proposed messaging solution should support and be configured for push based emails on popular mobile platforms: Windows, Android and (or) IOS.		
2	The proposed messaging solution should be configured for security policy (Password policies) enforcement.	The proposed messaging solution should be configured for security policy (Password policies) enforcement.		

SI No	Existing Technical Specifications	Amended Technical Specifications	Compliance (Yes/No)	Bidders Specifications/ Response
3	The solution should support encryption on device and memory card to prevent unauthorized access of data on supported mobile devices	The solution should support encryption on device and memory card to prevent unauthorized access of data on supported mobile devices. (Optional)		
4	The proposed messaging solution should provide capability to synchronize personal contacts and should also support corporate address look up on supported mobile devices	The proposed messaging solution should provide capability to synchronize personal contacts and should also support corporate address look up on supported mobile devices		
User Management Features of Messaging System				
1	The proposed messaging solution should avoid mail loops when auto responding –ie. Should not send auto responder to every mail received from a particular sender within the defined vacation duration.	The proposed messaging solution should avoid mail loops when auto responding –ie. Should not send auto responder to every mail received from a particular sender within the defined vacation duration.		
2	The messaging solution should be support for ignoring the messages tagged as SPAM/JUNK by the headers/subject or automatically SPAM/JUNK Message should go to SPAM/JUNK Folder.	The messaging solution should be support for ignoring the messages tagged as SPAM/JUNK by the headers/subject or automatically SPAM/JUNK Message should go to SPAM/JUNK Folder.		
3	The proposed Messaging Solution should allow end Users to create and delete distribution groups, as well as manage memberships and ownership	The proposed Messaging Solution should allow end Users to create and delete distribution groups, as well as manage memberships and ownership		
Password Management				
1	The proposed messaging solution should have the ability to enforce following features of a password	The proposed messaging solution should have the ability to enforce following features of a password		
2	Password length should be minimum 8 characters	Password length should be minimum 8 characters		
3	Alpha numeric & Special characters like a-z, A-Z,0-9,!@#%\$^&*	Alpha numeric & Special characters like a-z, A-Z,0-9,!@#%\$^&*		
4	Change of Password at regular interval feature should be provided	Change of Password at regular interval feature should be provided		
5	The proposed Messaging solution must allow users to reset password through challengeable questionnaires	The proposed Messaging solution must allow users to reset password through challengeable questionnaires		
Administrative Features				
1	The proposed messaging solution should allow for password lockout for Web Users when they input the wrong password	The proposed messaging solution should allow for password lockout for Web Users when they input the wrong password. Admin should able to reset the locked password of a user whenever required.		
2	The proposed messaging solution should maintain the password history.	The proposed messaging solution should maintain the password history.		
3	The proposed messaging solution should have the ability to create multiple users for a domain automatically using an existing database of user record/details.	The proposed messaging solution should have the ability to create multiple users for a domain automatically using an existing database of user record/details.		
4	The proposed messaging solution administration client should provide ability to rename a user. While renaming you have the option to set the old user id as an alias for the new renamed user, so that there is a transition time while the contacts of the old user id get acquainted with the new user id.	The proposed messaging solution administration client should provide ability to rename a user. While renaming you have the option to set the old user id as an alias for the new renamed user, so that there is a transition time while the contacts of the old user id get acquainted with the new user id.		
5	The proposed solution should support online maintenance of message databases which can be scheduled for example backup, restore, user management etc.	The proposed solution should support online maintenance of message databases which can be scheduled for example backup, restore, user management etc.		

SI No	Existing Technical Specifications	Amended Technical Specifications	Compliance (Yes/No)	Bidders Specifications/ Response
6	The proposed messaging solution should provide flexibility for adding or removing servers in the cluster as needed without bringing the cluster or applications offline	The proposed messaging solution should provide flexibility for adding or removing servers in the cluster as needed without bringing the cluster or applications offline		
7	The proposed messaging solution should have option to define the maximum mail message size on a global/group/user level basis.	The proposed messaging solution should have option to define the maximum mail message size on a global/group/user level basis.		
8	The proposed messaging solution should provide administrators' ability to perform queue handling tasks such as delete, redirect, flushing	The proposed messaging solution should provide administrators' ability to perform queue handling tasks such as delete, redirect, flushing		
Email Archiving Features				
1	Messaging solution should support archiving or journaling feature for storing/ retaining email data as per compliance requirements for 5 Years. This can be either at Server Side or Client Side as per Bank's policy requirements.	Messaging solution should support archiving or journaling feature for storing/ retaining email data as per compliance requirements for 5 Years. This can be either at Server Side or Client Side as per Bank's policy requirements.		
Mail Capturing				
1	Captures mails for archives System from SMTP.	Captures mails for archives System from SMTP.		
2	Archives all incoming, outgoing and internal emails	Archives all incoming, outgoing and internal emails		
3	Custom defined archival rule as per the retention of policy	Custom defined archival rule as per the retention of policy		
4	Rules parameters like from, to, CC, BCC, delivered to, priority, with Attachment, attachment file name, date-range, time-range, recipient	Rules parameters like from, to, CC, BCC, delivered to, priority, with Attachment, attachment file name, date-range, time-range, recipient		
Feature & Support				
1	Should support compression	Should support compression		
2	Should support encryption	Should support encryption		
3	Should support a storage solution	Should support a storage solution		
Retrieval/ Search Techniques				
1	With the scope of date duration and time from senders or recipient name, CCied, BCC ,priority , flag with explicit or with the combination of any	With the scope of date duration and time from senders or recipient name, CCied, BCC ,priority , flag with explicit or with the combination of any		
2	View and save as eml format (or any other acceptable format)	View and save as eml format (or any other acceptable format)		
3	Ability to retrieve email by the user itself without admin's intervention but with read only access.	Ability to retrieve email by the user itself without admin's intervention but with read only access.		
4	Ability to search by Subject	Ability to search by Subject		
5	Ability to search by word in the body of message	Ability to search by word in the body of message		
6	Ability to search by sender's or receiver's address	Ability to search by sender's or receiver's address		
Administration				
1	User creation with different roles like : Full Admin, Auditor, Read Only	User creation with different roles like : Full Admin, Auditor, Read Only		
Password Policy				
1	Force password change periodically for selected users as decided by Mail Admin.	Force password change periodically for selected users as decided by Mail Admin.		
2	Support Complex Password	Support Complex Password		

SI No	Existing Technical Specifications	Amended Technical Specifications	Compliance (Yes/No)	Bidders Specifications/ Response
EMAIL ANTI-VIRUS and ANTI-SPAM Features				
1	Anti-Virus/ Trojan systems to protect email and its attachments	Anti-Virus/ Trojan systems to protect email and its attachments		
2	99% of email should be virus free.	99% of email should be virus free.		
3	Virus scanning should be enabled while uploading or downloading any file	Virus scanning should be enabled while uploading or downloading any file		
4	Scanning of attachment during uploading as per policy defined by NIA. Should also have deep inspection of compressed files	Scanning of attachment during uploading as per policy defined by NIA. Should also have deep inspection of compressed files		
5	Strong anti-SPAM gateway and it regular update mechanism to protect spamming	Strong anti-SPAM gateway and it regular update mechanism to protect spamming		
6	ALL SPAM MAILS should be blocked and the engine should be robust and intelligent to handle it.	ALL SPAM MAILS should be blocked and the engine should be robust and intelligent to handle it.		
7	Inbuilt firewall function to detect SPAMMING end point, if found, to be notified to NIA with email ID details for ratification	Inbuilt firewall function to detect SPAMMING end point, if found, to be notified to NIA with email ID details for ratification		
8	Customized content filters (customizable on demand), including type of attachments	Customized content filters (customizable on demand), including type of attachments		
9	Customized blacklisting of email users/domains access to Administrator	Customized blacklisting of email users/domains access to Administrator		
10	Customized white listing of email users/domains access to Administrator	Customized white listing of email users/domains access to Administrator		
11	Email release access to Administrator which was blocked by content filter /SPAM filter /Virus Filter	Email release access to Administrator which was blocked by content filter /SPAM filter /Virus Filter		
12	Access to all the quarantines /filters to Administrator	Access to all the quarantines /filters to Administrator		
13	Virus emails report	Virus emails report		
14	SPAM email report	SPAM email report		
15	Content filtered email report	Content filtered email report		