



भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

Notification pertaining to Request for Proposal for Supply, Installation and Maintenance of Corporate Email Solution

ABOUT NPCI

National Payments Corporation of India (NPCI) is a registered company under Section 25 of the Companies Act, 1956 with its Registered Office in Mumbai, India. NPCI is promoted by 10 banks in India under the aegis of the Indian Banks Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The core objective was to consolidate and integrate the multiple systems with varying service levels into a Nation-wide uniform and standard business process in the retail electronic payments system segment. The vision, mission and objectives of NPCI are to operate for the benefit of all the Member Banks and the common man at large.

OBJECTIVE OF RFP

National Payments Corporation of India proposes to implement a secure email environment with latest technology within NPCI, which is not only limited to Primary and Disaster recovery installation but also efficient backup as part of this email solution. To manage the growing number of email users within NPCI, NPCI proposes to migrate the existing corporate email solution on cloud model to a cost effective and reliable managed model at NPCI Premises. Bidders are required to quote for complete email solution which would also include the migration of existing data as well as the hardware, software and services. The Bidder should have adequate experience as sought in the RFP to undertake the activities.

COST OF THE RFP

The Bidder shall bear all costs associated with the preparation and submission of its bid and NPCI will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders can procure the RFP document from NPCI's office at 13th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon(E), Mumbai – 400 063 on payment of non-refundable amount of ₹3,371/- (INR Three Thousand three hundred & seventy one only inclusive of taxes), payable in the form of Demand Draft/Pay order from any Scheduled Commercial bank in India favouring “**NATIONAL PAYMENTS CORPORATION OF INDIA**” payable at Mumbai. This RFP document is non-transferable and cost of RFP document is non-refundable.

RFP document containing detailed specifications and requirements with terms and conditions can be obtained by eligible Bidders on any working day during office hours from 10:30 hrs to 18:30 hrs till the stipulated last date for the purpose, on payment of RFP cost in the form of Demand Draft / Pay Order.

DUE DILIGENCE

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. NPCI is not bound to disclose the grounds for rejection of Bid. The decision of NPCI regarding the final declaration of the successful Bidder shall be final.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications through Pre-Bid queries.

OWNERSHIP OF THIS RFP

The content of this RFP is a copy right material of National Payments Corporation of India. No part or material of this RFP document should be published on paper or electronic media without the prior written permission from NPCI.

SCOPE OF WORK

Broad Scope of Work

NPCI's Corporate email solution is cloud based subscription model from Microsoft. NPCI wants to migrate from cloud model to in-house managed model for email solution with related IT infrastructure installed at NPCI's premises in DC – DR model. The infrastructure including hardware and software would be owned by NPCI but managed, serviced and monitored by the bidder for day to day activities. The bidder would need to implement a cost effective and secure email environment with latest technology within NPCI, which is required to manage the growing number of email users within NPCI. NPCI proposes to migrate the existing corporate email based on Microsoft Office 365 cloud based solution to a reliable managed solution with archiving option. Bidders need to note that the responsibility is not only limited to providing comprehensive host based email solution but also included migration of data from current cloud model to in-house model as well as management of related hardware and software with adequate licenses for the period of 6 years from the date of acceptance. This would also include 3 Years of AMC Support if desired by NPCI. The bidder should be authorized business and service partner of the OEM (Supporting documents to be provided in envelope A).

- The email solution to be hosted at the Data Center of NPCI.
- The bidder would need to provide two personnel, each working in single shift required to support the mailing solution. The shift timings would be finalized accordingly with successful bidder.
- The proposed Mail Messaging Solution should not include any individual components running on trial version.
- The bidder is expected to provide end to end Mail Messaging Solution for NPCI i.e. Application Software, Hardware, Operating System, Storage and any other components including maintenance and such other things required for enabling the solution.
- All the licenses required for any hardware /Software to meet the tender document requirements will be procured by the bidder. The email solution should be license based and the licenses would be procured by the bidder on NPCI's name.
- The message audit trails to be provided to the NPCI as and when needed.

- The solution must comply with the standards and guidelines issued by Government of India / RBI/TRAI from time to time.
- The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.
- The bidder should comply with IT Act and support emails to be sent with digital Signature.
- The bidder should maintain proper and full documentation of security policies, guidelines, methods and procedures used in Mail Messaging system and keep them up-to-date, based on the periodic risk management; analysis and vulnerability assessment carried out and such documents should be made available to NPCI on demand.
- The full details (including configuration) of Operating System and Application software suggested for the solution to be specified separately by the bidder with the Architecture and Working of the Solution in detail along with the Technical Bid
- The Bidder should ensure that sensitive customer data, security and integrity of mails are protected. NPCI also reserves the right to conduct regular information security audits on the Mail Messaging solution to ensure complete security.
- All data/email records will remain the property of the NPCI and in case NPCI opts to migrate to a new solution, tools should be available to the administrators to extract data for migration to the new system.

Single Point of Contact

The selected Bidder shall appoint a single point of contact, with whom NPCI will deal with, for any activity pertaining to the requirements of this RFP.

PRE-REQUISITE:

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

ELIGIBILITY CRITERIA:

The invitation to Bid is open to all Bidders who qualify the Eligibility Criteria as given below:

- 4.2.1.** The Bidder should be a company registered under the Companies Act, 1956 since the last three years.
- 4.2.2.** The Bidder should have minimum annual turnover of ₹30 Cr during the last three financial years (2009-10, 2010-11, 2011-12) or calendar years 2009, 2010, 2011 or bidder's financial years.
- 4.2.3.** The Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2011-12 or calendar year 2011 or the Bidder's financial year.
- 4.2.4.** The Bidder should not be currently blacklisted by any bank / institution in India or abroad.
- 4.2.5.** The bidder should provide reference of any 2 clients for whom the bidder has implemented corporate emailing solution on managed hosted model in last 2 years.
- 4.2.6.** The bidder should have atleast one live installation with support as on the date of the bid.

TECHNICAL REQUIREMENTS

NPCI proposes to migrate from the existing corporate email cloud based subscription on Microsoft Office 365 to a reliable, secured and managed in house solution with archiving. This includes procurement, installation as well as onsite Management/Administration of related IT Hardware and Software with onsite personnel working in two shifts in a day on-site. There would be two shifts in a day excluding only Sundays. The current strength of corporate mail users is 450 and should be scalable to 1000 users for next 5 years. The hardware and software proposed for email solution should be provisioned to support 1000 users. The solution would require a DC and a DR Solution with proper failover.

- The servers including the required applications and database with efficient backup solution would need to be addressed as part of complete email solution based on managed model.
- All the software licenses to be procured by the bidder as part of the email solution would be under the ownership of NPCI .
- The bidder should also address the requirement of DR with related IT hardware and licensed software including application in place.
- The email solution should also include an efficient backup solution.
- The email solution provided by the bidder should support all the requirements listed below.

Key Features to be supported:

1. The solution should allow server side archived data to be stored in encrypted format on a separate database as a separate instance.
2. Allow for the encryption of data during transport for internal and external mails being sent for below listed file format i.e Zip, txt, pdf, doc, xls, docx, ppt, pptx, xlsx.
3. The solution should support the inbox size for each user to be 20GB on server The solution should support email attachment size limit of upto 10MB as per the user profile.
4. Active Directory integration for authentication.
5. Allow administrators to add users by individual user name, by team, and by membership Group.
6. Support contemporaneous indexing of email and all attachments.
7. Email Solution provided by bidder should have scalability to support up to 1000 users without any commercial Impact post PO release. Sizing should be done initially for 700 users and scalable upto 1000 in slab of 150 each.
8. Bidder to ensure optimal performance as per sizing above and should take up necessary performance tuning and upgrades if required to maintain the same at no extra cost to NPCI.
9. The email solution should provide predefined MIS reports.
10. Email solution should be compatible with Microsoft outlook as client to check and send and receive emails.
11. MS Outlook calendar should synchronize with the Hosted Server.
12. The Email users should be able to Share calendars and collaborate with Co-workers in MS Outlook.
13. The email users should be able to send and receive email using web based interface with the hosted server.
14. The email users should be able to sync email and folders on the web with desktop email client software.

15. The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal. Should be able to send and receive email using Iphone/Blackberry/Android /Windows phone, I-Pad and should be synchronized with desktop client software.
16. Should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account.
17. A central dedicated archival for email and other critical information sources. The archival data would be retained for a period of 7 year. It should also support de-duplication, message discovery for audit and compliance.
18. The central dedicated archival should journal all emails.
19. The central archival should be a scale out architecture to support storage expansion.
20. Easy and intuitive end user access to archived information from existing Microsoft outlook client
21. Intelligence to help efficiently retain, search, and discover information.
22. Improved IT operations, application upgrades, mailbox management, and backup SLAs.
23. Optimized storage management – Maximize Mail Storage efficiency and optimize performance with efficient backup solution.
24. The backup solution can either be a native or third party solution.
25. Email Storage/Quota Support Configurable global or per-user disk quotas. Administrator should have flexibility to assign mail space to individual email ID, as per the requirements.
26. The email solution should have ability to digitally sign the emails for users, as a configurable parameter.
27. Schedule Meetings- Should include rich scheduling features, including personal, group, and resource scheduling, which integrate with e mail, contacts, and tasks. Sender can verify which recipients have accepted, partially accepted, or declined meeting requests. Automatic updation of responses / alerts.
28. Email Search Criteria- Should enable way to search the entire outlook for mails, contacts and even attachments with a very minimal information for the system to search and fetch items.
29. Management of the mail server and mail boxes should be through a dedicated and secure web portal.
30. Business Continuity: The bidder should provide SLA of 99.9% uptime guarantee.
31. Penalty for breach of SLA
 - 2% of the original contract value if the bidder is not able to meet 99.9% to 99.5% service uptime.
 - 5% of the original contract value if the bidder is not able to meet 99.5% to 99% service uptime.

- If the uptime is below 99%, NPCI would have the option to cancel the Purchase Order/Contract.

Resolution Service Level Agreement (SLA) during Warranty and AMC:

The reported issue will be classified as High / Medium / Low by NPCI only.

- **High level issue:** to be attended and resolved within 04 working hours from the time of reporting.
- **Medium level issue:** to be attended and resolved within 12 working hours from the time of reporting
- **Low level issue:** to be attended and resolved within 24 working hours from the time of reporting.

Security Features:

1. The bidder should ensure that the mail setup would be hosted in extremely secure environment with separate DMZ area in NPCI hence bidder should ensure monitoring, managed by dedicated Support Personnel in two shifts, one in each shift.
2. Perimeter security includes latest and reliable Anti-Virus, and Anti-Spam protection.
3. Native two factor login authentication which should be OTP Based. EMAIL timeout period in case being inactive after login should be administrator configurable for each user.
4. The email solution should support Custom filtering including content filtering and ability to define content policies ,compliance templates like SOCKS, HIPPA etc.
5. The email solution should support location based IP Filtering.
6. The email Administrator should have the option to be able to set the limitation on the number of emails a user would be able to send to external email accounts.
7. The email Administrator should have the option to be able to set the limitation on the number of external email accounts a corporate user would be able to send.
8. Allow administrators to automatically revoke access privileges and ability to change the password by the email administrator when a user is disabled in the Active Directory.

Servers shall be delivered at NPCI's Data Centres / offices at the addresses mentioned in Purchase Order, with the possibility of extending to another office which might come up in the near future.

BID SCHEDULE AND ADDRESS

| S. No. | Description | |
|--------|---|--|
| 1 | Name of Project | REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CORPORATE EMAIL SOLUTION. |
| 2 | Tender Reference Number | NPCI:RFP:13-14\0021 dated:04.10.2013 |
| 3 | Date of commencement of sale of bidding documents | 04.10.2013 |
| 4 | Last date and time for sale of bidding documents | 15.10.2013 – 6.30 PM |
| 5 | Last date and time of receiving vendor Pre-bid clarifications in writing | 18.10.2013 |
| 6 | Date and Time for Pre-bid Meeting | Not Applicable |
| 7 | Address for Pre-bid Meeting | Not Applicable |
| 8 | Last date and time for Bid Submission | 31.10.2013 – 3.00 PM |
| 9 | Address for Sale of Bidding Document and Place of Bid Submission | National Payments Corporation of India, 13 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai – 400 063. |
| 10 | 1) Date and Time of Eligibility bid opening & 2) Technical Bid Opening | 31.10.2013 – 3.30 PM Will inform to eligible bidders |
| 11 | Place of Commercial Bid Opening | This would be undertaken using Reverse Auction. |
| 12 | Name and Address for communication | The Head - Procurement National Payments Corporation of India, 13 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai – 400 063. |
| 13 | Bid Related Queries | prashant.awale@npci.org.in Karun.joshi@npci.org.in Santosh.menon@npci.org.in Sandeep.sood@npci.org.in |
| 14 | Bid cost | Rs.3,371/- (Rs.3,000/- plus taxes) |
| 15 | Bid Security | Rs.1,00,000/- |

Note:

1. Bids will be opened in the presence of the bidders' representatives who choose to attend the bid opening meeting.
2. Date and Time of Technical Bid Opening will be intimated later.
3. Date and Time for Commercial bid opening would be undertaken using Reverse Auction.
3. Bid Cost: DD shall be made in favor of "National Payments Corporation of India" of amount Rs.3,371/- inclusive of taxes (Non-Refundable) payable at Mumbai.