S.No	Document Reference	Page No	Clause No	Description in RFQ	Clarification sought	Additional Remarks (if any)	
1	RFP FOR EMAIL SOLUTION	23	8.11.4	The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be fully liable to the total value of the contract/Purchase Order.	We suggest NPCI to apply LD at the rate of 0.5% per week to a maximum of 5% of the contract value.		No change in RFP
2	RFP FOR EMAIL SOLUTION	28		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.	Are you using Office 365 and Azure Directory i.e. creating users in Office 365 portal ? Or Are you using Directory Sync Tool ? Or Are you using ADFS with Directory Sync ?		No Directory Sync and ADFS , Only Azure Directory
3	RFP FOR EMAIL SOLUTION				What Active directory domain infrastructure currently exist (Single Forest Single Domain or Multiple Forest Multiple Domain)?		Single Forest Single Domain
4	RFP FOR EMAIL SOLUTION				Please provide details about users split at various NPCI locations		Mumbai - 340 Users, Chennai --50 Users, Hyderabad- 30 Users
5	RFP FOR EMAIL SOLUTION				Please provide the details about Network infrastructure WAN link and bandwidth available at various locations including DC & DR.		Technical
6	RFP FOR EMAIL SOLUTION				Please select one of the following user types (usage profile) which best suited for NPCI email solution: Light(5 sent/20 received),Average(10 sent/40 received),Heavy(20 sent/80 received).Very Heavy(30 sent/120 received)		Average
7	RFP FOR EMAIL SOLUTION				Please suggest Average mail size and deleted item retention period to be considered		NA
8	RFP FOR EMAIL SOLUTION			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.	Do we have to consider 20GB per user mailbox size? If No,Please provide the average mailbox size per user in new messaging infrastructure to be designed (Tier1 users/Tier2 users/Tier3 users etc.)		Please consider 2GB average mailbox size per user
9	RFP FOR EMAIL SOLUTION				Please provide the average mailbox size per user in existing messaging solution		Cloud based MS 365 provides 50GB mailbox size per user, deleted item retention period - 30 days

10	RFP FOR EMAIL SOLUTION	28		A central dedicated archival for email and other critical information sources. The archival data would be retained for a period of 7 year.	Are you looking for Archiving and Journaling for all users?		Yes.
11	RFP FOR EMAIL SOLUTION				Archiving and Journaling Retention period on storage?		3 years
12	RFP FOR EMAIL SOLUTION				Should the Archival solution be able to archive from existing Office 365 and integrate into the new system (it may be Exchange/Domino/any SMTP based).		It is email migration and not integration
13	RFP FOR EMAIL SOLUTION				Should the Email Archival be independent of Native email so as to offer higher level of availability in case of mail system being unavailable?		yes
14	RFP FOR EMAIL SOLUTION				As required for Risk management, does the Archival solution need to offer end to end case management and workflow with granular user roles for collection, review and export of data.		yes
15	RFP FOR EMAIL SOLUTION				Does the archival system need to have features like offline access, journaling and email management archival functions.		yes
16	RFP FOR EMAIL SOLUTION				Do you intend to have DR for Messaging Solution?If yes,Would DR be 100% or 50 % of DC ?		100% of DC
17	RFP FOR EMAIL SOLUTION				What is the version of Outlook that has been running on each client?		OUTLOOK 2007, 2010 & 2013
18	RFP FOR EMAIL SOLUTION				Are you using any SMTP Gateway /Anti-Spam solution in existing infrastructure? if yes please provide details of the same.Would you like to use same solution in new infrastructure or should we propose the solution?		NO
19	RFP FOR EMAIL SOLUTION				Are you using any Anti-Virus solution for mail messaging server & desktop in existing infrastructure?If yes, please provide details of the same.Would you like to use the same solution in new infrastructure or should we propose the solution?		NO
20	RFP FOR EMAIL SOLUTION				Are you using any reverse proxy solution in existing infrastructure?if yes please provide details of the same.Would you like to use same solution in new infrastructure or should we propose the solution?		NO

21	RFP FOR EMAIL SOLUTION				How many Mobile devices to be considered for the Messaging and MDM solution?		400
22	RFP FOR EMAIL SOLUTION	28		The email solution should provide predefined MIS reports.	Please provide the details if you have any specific requirement		Technical
23	RFP FOR EMAIL SOLUTION	30		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.	Are you using any management and monitoring tool in existing infrastructure?If yes, please provide details of the same.Would you like to use the same solution in new infrastructure or should we propose the solution?		NO
24	RFP FOR EMAIL SOLUTION	30		Resolution Service Level Agreement (SLA) during Warranty and AMC:The reported issue will be classified as High / Medium / Low by NPCI only.	Are you using any Helpdesk tool in existing infrastructure?If yes, please provide details of the same.Would you like to use the same solution in new infrastructure or should we propose the solution?		NO
25	RFP FOR EMAIL SOLUTION	28		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.	We understand that solution should be designed for 700 users at year1 and scalable upto 1000 users for next 5 years.Please confirm or clarify		YES
26	RFP FOR EMAIL SOLUTION	8		The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.	Please specify the requirement & deliverables in detail		As per PCI-DSS Compliance
27	RFP FOR EMAIL SOLUTION			The Bidder should ensure that sensitive customer data, security and integrity of mails are protected.	Does NPCI intend to implement Information Rights Management in Mail Messaging solution?		No
28	RFP FOR EMAIL SOLUTION	29		The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal.	Please provide the details about internal communicator and Internal information sharing portal exist in NPCI infrastructure		Microsoft Sharepoint
29	RFP FOR EMAIL SOLUTION	29		The backup solution can either be a native or third party solution.	What is the Backup window & restore windows?		Backup window is 9pm IST to Next day 7am
30	RFP FOR EMAIL SOLUTION				What are the Backup polices?		Daily backup to be perfomed in incremental basis. Full backup on weekly basis.
31	RFP FOR EMAIL SOLUTION				Will Tape or disk based backup?		Tape
32	RFP FOR EMAIL SOLUTION				What is Native backup mentioned , is it the Microsoft backup solution?		NA

33	RFP FOR EMAIL SOLUTION	29		Optimized storage management – Maximize Mail Storage efficiency and optimize performance with efficient backup solution.	Should the proposed storage be FC based using SAN switches with Industry Standard RAID 1/0 protection using at-least 10K RPM SAS II drives for better performance and flexibility. SAN will facilitate : a. Free up the server resources (CPU/Memory).b. Server Virtualization for better resource utilization and HA. c. Business Continuity using Snapshots/Clone.d. Replication throttling for SLA at DR. e. Centralized management.f. FC based Tape Library connectivity		Preferably Yes
34	RFP FOR EMAIL SOLUTION				Is Single controller or dual storage controller on storage is required?		Dual
35	RFP FOR EMAIL SOLUTION	7		Existing corporate email based on Microsoft Office 365 cloud based solution	1. Please provide the subscribed Office 365 SKUs/Components	This input is required to understand the current feature set been used at NPCI and prepare the migration strategy.	Microsoft 365 E1 Plan
36	RFP FOR EMAIL SOLUTION	8		The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.	1. Number/Type of applications 2. Size of Network Segment, number of devices which comes under VA	Network Architecture will help us to better understanding	The requirement is specific to Email solution provided by bidder. The frequency would be once in a year.
37	RFP FOR EMAIL SOLUTION	28	7	1. 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. 2. 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 unto 1000 in slab of 150 each.	1. Server Hardware & Storage needs to be done for how many users? i.e. 450, 700 or 1000 2. Software Sizing needs to be done for how many number of users? i.e. 450, 700 or 1000		Server Hardware & Storage needs to cater to 1000 users. Software licenses sizing for 700 users with incremental slab of 150 users.
38	RFP FOR EMAIL SOLUTION	28	4	Active Directory integration for authentication.	1. Active Directory is already deployed or not 2. Number of locations with users 3. All endpoint/desktop/laptops are part of Active Directory or Not	Active Directory & Network Architecture is required for better understanding	AD is already deployed. All endpoint/deskop/laptops are part of AD
39	RFP FOR EMAIL SOLUTION	29	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.	1. Please elaborate Other critical Information sources. 2. Estimated data size along with year on year growth.	These inputs are required to estimate the server/storage sizing along with the solution capabilities.	4.5TB

40	RFP FOR EMAIL SOLUTION	29	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 using Mobile Device Management tool.	1. Please elaborate 2. Please provide clarity on MDM Solution		1.Specify Passcode policies. 2.Enforce encryption settings. 3. Remotely /self service locate,lock and wipe lost or stolen devices. 4. Create real time compliance tools with automated actions. 5. Selectively wipe corporate data leaving personal data intact. 6. Use Geo-fencing rules to enforce location related compliance. 7. Reset forgotten pass codes. 8. Phone provisioning. 9. Remote device management. 10. Support enforcement of role based policies 10. Product should be reliable ,robust like citrix,air-watch,mobile iron,SAP
41	RFP FOR EMAIL SOLUTION	30	29	Management of the mail server and mail boxes should be through a dedicated and secure web portal.	1. Please provide clarity on any Managed Solution you are currently using		No solution is being used currently
42	RFP FOR EMAIL SOLUTION	7	3.1	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	1. Approx. data size on cloud for migration		4.5TB
43	RFP FOR EMAIL SOLUTION	7		Existing corporate email based on Microsoft Office 365 cloud based solution	1. Please provide the subscribed Office 365 SKUs/Components	This input is required to understand the current feature set been used at NPCI and prepare the migration strategy.	Exchange online Plan 2, Office 365 enterprise E1
44	RFP FOR EMAIL SOLUTION	7	3.1	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	1. Approx. data size on cloud for migration		4.5 TB
45	RFP FOR EMAIL SOLUTION	7	3.1	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.	Please elaborate about DR location i.e. if it is there or not and if yes, then share the details of same	This input is required to understand the design the DC-DR architecture of Exchange	The DR location is indicated in RFP

46	RFP FOR EMAIL SOLUTION	8		The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.	1. Number/Type of applications 2. Size of Network Segment, number of devices which comes under VA	Network Architecture will help us to better understanding	The requirement is specific to Email solution provided by bidder. The frequency would be once in a year.
47	RFP FOR EMAIL SOLUTION	28	7	1. 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. 2. 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 unto 1000 in slab of 150 each.	1. Server Hardware & Storage needs to be done for how many users? i.e. 450, 700 or 1000 2. Software Sizing needs to be done for how many number of users? i.e. 450, 700 or 1000		Server Hardware & Storage needs to cater to 1000 users. Software licenses sizing for 700 users with incremental slab of 150 users.
48	RFP FOR EMAIL SOLUTION	28	4	Active Directory integration for authentication.	1. Active Directory is already deployed or not 2. Number of locations with users 3. All endpoint/desktop/laptops are part of Active Directory or Not	Active Directory & Network Architecture is required for better understanding	1. Active Directory is already deployed.
49	RFP FOR EMAIL SOLUTION	29	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.	1. Please elaborate Other critical Information sources. 2. Estimated data size along with year on year growth.	These inputs are required to estimate the server/storage sizing along with the solution capabilities.	4.5 TB with year on year growth of 30%
50	RFP FOR EMAIL SOLUTION	29	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 using Mobile Device Management tool.	1. Please elaborate 2. Please provide clarity on MDM Solution		1.Specify Passcode policies. 2.Enforce encryption settings. 3. Remotely /self service locate,lock and wipe lost or stolen devices. 4. Create real time compliance tools with automated actions. 5. Selectively wipe corporate data leaving personal data intact. 6. Use Geo-fencing rules to enforce location related compliance. 7. Reset forgotten pass codes. 8. Phone provisioning. 9. Remote device management. 10. Support enforcement of role based policies 10. Product should be reliable ,robust like citrix,air-watch,mobile iron,SAP

51	RFP FOR EMAIL SOLUTION	30	29	Management of the mail server and mail boxes should be through a dedicated and secure web portal.	1. Please provide clarity on any Managed Solution you are currently using		No Application is being used currently
52	RFP FOR EMAIL SOLUTION	28	10	E-Mail solution should be compatible with Outlook Client	Do NPCI already have MS outlook Licenses		Yes
53	RFP FOR EMAIL SOLUTION	32	10	Onsite support for T+18 Months	Do NPCI requires onsite support only for first 18 months		NPCI would require on-site support for 6 years
54	RFP FOR EMAIL SOLUTION	29	15	The proposed solution should also contain collaborate tools for internal communicator	Which Collaboration Features currently NPCI is using		Microsoft Sharepoint
55	RFP FOR EMAIL SOLUTION	29	15	The proposed solution should also contain collaborate tools for internal information sharing Portal	What are the portals NPCI is currently having or planning to deploy on Internal Information shaing portal		Microsoft Sharepoint
56	RFP FOR EMAIL SOLUTION			Which Communicator Collaboration Features currently NPCI is using	Instant Messaging One-to-One Audio and Video Conferencing Multi User Audio and Video Conferencing Web Conferencing Voice Telephony		None
57	RFP FOR EMAIL SOLUTION				Which internal sharing portal Collaboration Features currently NPCI is using		Microsoft Sharepoint
58	RFP FOR EMAIL SOLUTION				Kindly confirm if the Email Archival solution should be able to archive from existing Office 365 and integrate into the new system (it may be Exchange/Domino/any SMTP based).		Yes. (NPCI requires to migrate the entire data from office 365 to the new system on premise)
59	RFP FOR EMAIL SOLUTION				Kindly confirm should the Email Archival be independent of Native email platform so as to offer higher level of availability in case of mail system being unavailable		Yes
60	RFP FOR EMAIL SOLUTION				As required regulators, does the Archival solution need to offer end to end case management and workflow with granular user roles for collection, review and export of data.		Yes
61	RFP FOR EMAIL SOLUTION				Does the archival system need to have features like offline access, journaling and email management archival functions.		Yes
62	RFP FOR EMAIL SOLUTION				The archival solution should capture email details like To:, From:, CC:, BCC: during discovery		Yes

63	RFP FOR EMAIL SOLUTION				The archival solution should have provision for policy based organization, classification, discovery and disposition thereby allowing rapid retrieval of data as mandated by RBI		Yes
64	RFP FOR EMAIL SOLUTION				Request you to confirm if the archival and backup storage can be same. And new backup software be proposed or existing can be deployed.		Archival and backup storage cannot be same. Backup solution need to be proposed by bidder
65	RFP FOR EMAIL SOLUTION				9. The production storage should be FC based using SAN switches with Industry Standard RAID 1/0 protection using at-least 10K RPM SAS II drives for better performance and redundancy. SAN will facilitate. a. Free up the server resources (CPU/Memory). b. Server Virtualization for better resource utilization and HA. c. Business Continuity using Snapshots/Clone. d. Replication throttling for SLA at DR. e. Centralized management.		Preferably Yes
66	RFP FOR EMAIL SOLUTION				The archival solution should offer de-duplication/single instancing independent of email platform.		YES
67	RFP FOR EMAIL SOLUTION	28	4	Active Directory integration for authentication.	Do NPCI already have Active Directory infrastructure in place		Yes
68	RFP FOR EMAIL SOLUTION	10	B	Ref Doc	Request to add further: In case of any new taxes or levies being attracted to the transaction after the date of submission of response by Bidder or if any existing taxes or levies are changed thereafter, the same shall be borne by the NPCI		No change in RFP
69	RFP FOR EMAIL SOLUTION	19		Commercial Bid should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi shall be reimbursed to supplier by NPCI at actual on production of original receipt.	Request to add further: In case of any new taxes or levies being attracted to the transaction after the date of submission of response by Bidder or if any existing taxes or levies are changed thereafter, the same shall be borne by the NPCI		No change in RFP

70	RFP FOR EMAIL SOLUTION	19			The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the Bidder to NPCI	Request to change the clause as: The benefits/liability realized by Bidder due to lower/upper rates of taxes, duties, charges and levies shall be passed on by the Bidder to NPCI		No change in RFP
71	RFP FOR EMAIL SOLUTION	20	Payment Terms:	Ref Doc	Request to change the clause as: 60% advance and balance 40% upon completion of the activity The NPCI shall make the payment within 15 days of the receipt of valid invoices from the Bidder.		No change in RFP
72	RFP FOR EMAIL SOLUTION	20	Payment Terms:	Ref Doc	Request to change the clause as: 70% on delivery, 20% on Installation and commissioning and balance 10% on acceptance The NPCI shall make the payment within 15 days of the receipt of valid invoices from the Bidder.		No change in RFP
73	RFP FOR EMAIL SOLUTION	20	Payment Terms:	Payment shall be made quarterly in arrears after the expiry of warranty	Request to change the clause as: Payment shall be made monthly in arrears after the end of each month The NPCI shall make the payment within 15 days of the receipt of valid invoices from the Bidder.		No change in RFP
74	RFP FOR EMAIL SOLUTION	21	8.1	Ref Doc	Request to add further: The confidentiality obligation of NPCI and Bidder shall continue for one (1) year after the expiry/ termination of this Agreement		No change in RFP
75	RFP FOR EMAIL SOLUTION	21		The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: 1. Non-compliance of the Bidder with Laws / Governmental Requirements. 2. Intellectual Property infringement or misappropriation. 3. Negligence and misconduct of the Bidder, its employees, sub-contractor and agents. 4. Breach of any terms of Agreement, Representation or Warranty. 5. Act of omission or commission in performance of service. 6. Loss of data.	The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against any direct claims, losses, and liabilities arising from: 1. Non-compliance of the Bidder with Laws / Governmental Requirements. 2. Intellectual Property infringement or misappropriation. 3. Negligence and misconduct of the Bidder, its employees, sub-contractor and agents. 4. Breach of any terms of Agreement, Representation or Warranty. 5. Act of omission or commission in performance of service. 6. Loss of data.		No change in RFP

76	RFP FOR EMAIL SOLUTION	23		The Bidder"s aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/Purchase Order.	Request to change the clause as: The Bidders aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the fees received by Bidder under this Agreement during the three months preceding the date of first claim.		No change in RFP
77	RFP FOR EMAIL SOLUTION	23	8.11.3	The Bidder"s liability in case of claims against NPCI resulting from gross misconduct or gross negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Request Deletion		No change in RFP
78	RFP FOR EMAIL SOLUTION	23		Liquidated Damages: The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be fully liable to the total value of the contract/Purchase Order.	Request to change the clause as: Liquidated Damages: The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be liable to the 0.5% of that Purchase Order sybject to a maximum of 5% of the service charges payable to Bidder for that month.		No Change in RFP
79	RFP FOR EMAIL SOLUTION	27	8..9	Ref Doc In case of order cancellation, any payments made by NPCI to the Bidder for the particular product would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid. The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to this RFP represent a firm offer to contract on the terms and conditions described in the RFP document.			No change in RFP

80	RFP FOR EMAIL SOLUTION	New Clause	Termination		Either Party shall have the right to terminate this Agreement at any time: a. without cause and for convenience– on the delivery of ninety (90) calendar days' prior written notice to the other Party. b. with cause – in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days (or fifteen (15) days in the event of non-payment by the NPCI) Upon expiration or termination of this Agreement all rights and benefits granted by this Agreement shall revert to the respective Parties; and all amounts due to Bidder (including any agreed upon demobilization and transitioning charges, plus fees for the applicable notice period irrespective of whether NPCI requires Bidder's services during such period) up to the effective date of termination shall be immediately payable. There shall be no charges for termination of orders or for Services not yet provided and Bidder shall not be held liable for the same		No change in RFP
81	RFP FOR EMAIL SOLUTION	New Clause	Non-Solicitation		During the term of this Agreement and for a period of one year thereafter NPCI shall not, directly or indirectly, hire or solicit for hire, any of the personnel engaged by Bidder, without the prior written consent thereof from Bidder. Thus, the NPCI agrees to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder, and acknowledges such relief shall be in addition to such other and further relief as may be available to Bidder at law or in equity		No change in RFP
82	RFP FOR EMAIL SOLUTION	New Clause	Site Not Ready		NPCI shall be responsible for timely site readiness. NPCI agrees that Bidder shall not be in any manner liable for any delay arising out of NPCI's failure to make the site ready within the stipulated period.		No change in RFP

83	RFP FOR EMAIL SOLUTION	New Clause	Savings Clause		Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's non-performance is caused by NPCI's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement		No change in RFP
84	RFP FOR EMAIL SOLUTION	11	5..21	Bids shall remain valid for a period of 180 days after the date of bid opening	Change to "Bids shall remain valid for a period of **60 days** after the date of bid opening"	OEM is not giving price extension for 180 days at one time. NPCI can extend beyond 60 days if needed after vendors confirmation.	No change in RFP
85	RFP FOR EMAIL SOLUTION	20	8..13	Bidder shall provide warranty from the date of implementation	Change to "Bidder shall provide warranty from the **date of delivery**"	OEM is only giving Warranty from date of delivery. Hence the warranty needs to start from delivery date.	No change in RFP
86	RFP FOR EMAIL SOLUTION	20	Payment Terms for H/W & S/W	Payment Terms for H/W & S/W	Please Make "Payment Terms: H/W & S/W - 90% on delivery & 10% on installation"	OEM needs to be paid within 30 days of PO and hence we need put additional finance cost if we have to wait for 6 months	No change in RFP
87	RFP FOR EMAIL SOLUTION	20	Payment Terms of AMC of Software and Hardware / On-site support	Payment of AMC of Software and Hardware / On-site support shall be made quarterly in arrears after the expiry of warranty	Please change "Payment of AMC of Software and Hardware shall be made quarterly in advance after the expiry of warranty"	Services revenues are to be accounted in advance if needed we can give a BG	No change in RFP
88	RFP FOR EMAIL SOLUTION	8	4.2.3	Bidder should be a profit (profit after tax) making company in the last financial	Please change the criteira to **any one** of the following: - Bidder should have a positive networth in each of the last three financial years - Bidders should have a positive cumulative net profit over last five financial years - Bidders PBIT (Profit before Interest expense & taxes) for each of the last three financial years should be Positive - Bidder should be profitable in at least 2 years during the last three financial years.	Please alter the profitability criteria. We have made Profit before tax & interest but overall there is a loss in last FY due to one -time write-off.	No change in RFP

89	RFP FOR EMAIL SOLUTION	30	31.	Penalty for breach of SLA	Penalty should be levied on "monthly support cost" and not on "original contract value"		No change in RFP
90	RFP FOR EMAIL SOLUTION	30	31.	Resolution Service Level Agreement (SLA) during Warranty and AMC:	SLA should be on attending the call only as resolution of the call within 4 hrs is not supported by OEM's		No Change in RFP
91	RFP FOR EMAIL SOLUTION	30	31.	Resolution Service Level Agreement (SLA) during Warranty and AMC:	What is the time period of SLA measurement of uptime. Is it monthly / quarterly / yearly etc.		Monthly
92	RFP FOR EMAIL SOLUTION	28	Section 9 – Technical Requirem ents	The solution onsite personnel working in two shifts in a day on-site. There would be two shifts in a day excluding only Sundays.	Please clarify regarding on-site support:- 1. Can only one support personnel work to support in a shift? 2. What are the approx. shift timings & hours? 3. Can support be provided from vendor NOC?		1. One support personnel in a shift. 2. 08:00am to 04:30pm, 2:00pm to 10:30pm. 3. No
93	RFP FOR EMAIL SOLUTION	29	15.	The proposed solution should be able to send and receive email using Iphone/Blackberry/Android /Windows phone, I-Pad and should be synchronized with desktop client software using Mobile Device Management tool.	Please provide details of the Mobile Device Management tool & what all is required to be synchronized		1.Specify Passcode policies. 2.Enforce encryption settings. 3. Remotely /self service locate,lock and wipe lost or stolen devices. 4. Create real time compliance tools with automated actions. 5. Selectively wipe corporate data leaving personal data intact. 6. Use Geo-fencing rules to enforce location related compliance. 7. Reset forgotten pass codes. 8. Phone provisioning. 9. Remote device management. 10. Support enforcement of role based policies 10. Product should be reliable ,robust like citrix,air-watch,mobile iron,SAP
94	RFP FOR EMAIL SOLUTION	19		Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%.	a) Non Delivery of above at NPCI - at the rate of 0.5% of the "Annual Charges" for each week's delay beyond the stipulated delivery period subject to a maximum of 5%.		
95	RFP FOR EMAIL SOLUTION	19		8..10 In case the delay exceeds 10 days from the close of the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI.			No change in RFP

96	RFP FOR EMAIL SOLUTION	19		b) In case the delay exceeds 30 days from the close of the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI.			
97	RFP FOR EMAIL SOLUTION	20		10% of the cost shall be paid after 6 months from the date of successful deployment of the solution and signoff from NPCI Officials.	10% of the cost shall be paid after 30 Days from the date of successful deployment of the solution and signoff from NPCI Officials.		No change in RFP
98	RFP FOR EMAIL SOLUTION	20		Payment shall be made quarterly in arrears after the expiry of warranty	Request clarification on NPCI's expectation		No change in RFP
99	RFP FOR EMAIL SOLUTION	Annexure C2			Our understanding is that indicative commercials need to be submitted as part of RFP response as the final commercial evaluation will be basis Reverse Auction for shortlisted bidders. Please confirm.		Yes.
100	RFP FOR EMAIL SOLUTION	7		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 bidder will able to support dedicated MS-Exchange platform. However, it will be restricted to the implementation and management of the backend platforms (we will not be managing end-user interactions/ IT helpdesk). For example, NPCI's own team will have to manage individual users' email queries/troubleshooting, and issues with communicator/Lync. Will this be fine?		Yes ,
101	RFP FOR EMAIL SOLUTION	28		NPCI proposes to migrate from the existing corporate email cloud based subscription on Microsoft Office 365	Will bidder or Customer will manage the DNS server?		Customer
102	RFP FOR EMAIL SOLUTION	30		Perimeter security includes latest, reputed and reliable Anti-Virus, Anti-malware and Anti-Spam protection for email solution like McAfee, Ironport, Symantec. NPCI is currently using McAfee anti-virus solution for operating systems.	Will bidder allow to provide their own cloud based perimeter security service.		No Change in RFP
103	RFP FOR EMAIL SOLUTION	28		The servers including the required applications and database with efficient backup solution	What is the backup solution and retention period aimed for?		Refer to RFP
104	RFP FOR EMAIL SOLUTION	28		The servers including the required applications and database with efficient backup solution	What is the frequency of restore request?		As and when required. As per current status negligible
105	RFP FOR EMAIL SOLUTION	28		The servers including the required applications and database with efficient backup solution	Is NPCI looking for individual mail box restore? (Restore option for mailbox wise instead of store wise)		Both
106	RFP FOR EMAIL SOLUTION	28		NPCI proposes to migrate from the existing corporate email cloud based subscription on Microsoft Office 365	Does NPCI want to migrate with same domain or to different domain?		Same Domain
107	RFP FOR EMAIL SOLUTION	28		Active Directory integration for authentication.	Does NPCI have any existing AD on-premises or is everything on cloud?		AD is On premises
108	RFP FOR EMAIL SOLUTION	29		A central dedicated archival for email and other critical information sources.	Is NPCI looking for archival also on-premises?		Yes

110	RFP FOR EMAIL SOLUTION	29		The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal.	Can you clarify what is expected from 'Internal information sharing portal'?		Sharepoint
111	RFP FOR EMAIL SOLUTION	29		The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal.	Is 'Internal information sharing portal' specifically referring to sharepoint?		Yes
112	RFP FOR EMAIL SOLUTION	29		Should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account.	Will NPCI be using 'Outlook Anywhere' and active-sync?		yes
113	RFP FOR EMAIL SOLUTION	7		The email solution should be license based and the licenses would be procured by the bidder on NPCI's name.	We generally have licenses in our name, either due to contractual requirements with vendors or due to operational reasons. Will NPCI be fine for us to buy licenses in Bidder's name, for use in NPCI's solution?		NO Change in RFP
114	RFP FOR EMAIL SOLUTION	7		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.	We have a team of shared resources managing the setup. Is it mandatory to have 'two dedicated' personnel, or is it fine as long as we provide enough shared resources for the setup to run? Bidder can provide this same support for 24x7x4.		Mandatory to have two dedicated personnel on-site working in shifts.
115	RFP FOR EMAIL SOLUTION	28		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.	Is it mandatory to propose a Microsoft Exchange based solution in the RFP?		No Change in RFP
116	RFP FOR EMAIL SOLUTION	28		All the software licenses to be procured by the bidder as part of the email solution would be under the ownership of NPCI .	In case the provider proposed a Microsoft Exchange based solution, will NPCI be OK if they procure the Microsoft Exchange licenses from Microsoft & allow Bidder to operate & manage it on their behalf.		No Change in RFP
117	RFP FOR EMAIL SOLUTION	28		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.	Will it be fine if NPCI maintains the existing data on Office 365 mailboxes in offline PSTs rather than online in the new mailboxes. Bidder will be proposing Microsoft Exchange as a solution for this requirement. A PST export – import from the Office 365 system will cause the target mailbox database to grow out of hand.		No PST
118	RFP FOR EMAIL SOLUTION	9		Reference of two customers for whom messaging is implemented in the last 2 years.	Is this a mandatory requirement?		No Change in RFP
119	RFP FOR EMAIL SOLUTION	28		The solution would require a DC and a DR Solution with proper failover.	What is the RTO & RPO expectation for the DC-DR failover in case of a disaster?		2 hours - RTO ;
120	RFP FOR EMAIL SOLUTION	28		The solution would require a DC and a DR Solution with proper failover.	Are all users expected to have DR Failover capability?		Yes

No.	Section			Requirement	Question		Response
121	RFP FOR EMAIL SOLUTION	30		Native two factor login authentication which should be OTP Based.	Does customer require two factor authentication intergration with online portal?		No Change in RFP
122	RFP FOR EMAIL SOLUTION	29		Should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account.	Since Enterprise Synchronization expected on the mobile devices like Iphone, BES, ActiveSync (Android / Windows Phone)? Please provide a YES / NO answer to the following features on the Cell phone –		Technical
					a. Address Book lookup		Yes
					b. Shared Calendaring (scheduling meetings, looking up free / busy times for users)		Yes
					c. Folder synchronization on the mobile devices including "sent" folder.		Yes
123	RFP FOR EMAIL SOLUTION	29		Should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account.	Is it OK if the above mobility feature for email is provided only on Active SYNC protocol for Android, iPhone & Windows Mobile devices. The Blackberry Enterprise Email features will not be available, however the Blackberry devices will be able to send & receive emails on POP / SMTP protocol only.		Yes
124	RFP FOR EMAIL SOLUTION	29		Should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account.	Please categorically state how many end users will require to access the emails on Mobile with the above state Enterprise Mobility features		400
125	RFP FOR EMAIL SOLUTION	29		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.	Please provide the end user categorization as follows		
					Light	Heavy	150 Heavy Users
					(20 emails sent / 40 received)	(30 emails sent / 60 received)	
				No. of Users or %age of total users		Very Heavy	10 Users Very Heavy
				Mailbox Size in GB / user		(60 emails sent / 120 received)	
				Average Size of a single email (in KBs)			
126	RFP FOR EMAIL SOLUTION	29		The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal.	For Instant Messaging Functionality please fill the following table	For Instant Messaging Functionality please fill the following table	
					Text Chat	Text Chat	yes
					YES / NO	YES / NO	yes
127	RFP FOR EMAIL SOLUTION				What is the total mail traffic per hour? (in GB)		NA
128	RFP FOR EMAIL SOLUTION				What is the expected number of active users that will use EMA system to search mails?		All Users

129	RFP FOR EMAIL SOLUTION				How many mailboxes for which archiving is required?		All
130	RFP FOR EMAIL SOLUTION				For how many years to have archiving?		7 years
131	RFP FOR EMAIL SOLUTION				How much data (in GB or TB) has to be migrated?		4TB
132	RFP FOR EMAIL SOLUTION				Do We have SAN Storage available for Archival		No
133	RFP FOR EMAIL SOLUTION	28		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	Which backup tool will be used for mail server backup. Please specify the Backup requirement. Do we have to propose just the Backup Software or tape libraries along with it? Also, please provide a revised commercial format which has a line item for Backup Solution.		The bidder has to provide complete end to end backup solution.
134	RFP FOR EMAIL SOLUTION	28		Point-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.	20 GB mailbox size for each user will be a huge disk size on the server and will impect the server performance as well. Recommended Size is approx 1 GB which can be again defined as per class of user.		Please consider 2GB average mailbox size per user
135	RFP FOR EMAIL SOLUTION	28		Point-4 :- Active Directory integration for authentication	Currently active directory is configured or not?		AD is already deployed. All endpoint/deskop/laptops are part of AD
136	RFP FOR EMAIL SOLUTION	28		Point-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 using Mobile Device Management tool.	Exchange server does not provide any internal communicator and share portal for file sharing and communicator.		No change in RFP
137	RFP FOR EMAIL SOLUTION	28		Point-16 :- Should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account	For blackberry sync, client should have enterprise server, otherwise blackberry can be configured in active sync mode		Ok to configure blackberry in active sync mode
138	RFP FOR EMAIL SOLUTION	30		Point-2:- Perimeter security includes latest, reputed and reliable Anti-Virus, Anti-malware and Anti-Spam protection for email solution like McAfee, Ironport, Symantec. NPCI is currently using McAfee anti-virus solution for operating systems.	Mail gateway details are not mentioned in the RFP, so is NPCI going for exchange edge server or will go for any third party mail gateway?		The mail gateway should be a reputed and reliable solutionwith global presence.
139	RFP FOR EMAIL SOLUTION	30		The email solution should support access restriction based on IP address , location and device	Please clarify whether this capability is required for all Users or limited to External Access		This capability is required to be limited to external access
140	RFP FOR EMAIL SOLUTION	30		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.	Solution Capability exists but require OTPs solution. Do NPCI have OTP solution in place or required OTP solution also need to be provided by bidder		OTP Solution should be provided by the bidder

141	RFP FOR EMAIL SOLUTION	30		Perimeter security includes latest, reputed and reliable Anti-Virus, Anti-malware and Anti-Spam protection for email solution like McAfee, Ironport, Symantec. NPCI is currently using McAfee anti-virus solution for operating systems.	As NPCI is already invested on McAfee, can we extend the solution for Antispam/Antivirus as well. If solution comes with with Native capability of Spam and antimalware and spyware, then still NPCI desires to have enterprise capability of antivirus/Antispam.		Current requirement is restricted to perimeter security only
142	RFP FOR EMAIL SOLUTION	29		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 using Mobile Device Management tool.	Our solution supports Blackberry version 10 onward having Active Sync capability. What is the Expectation of the NPCI. Does NPCI requires BES or BIS will server the Purpose		Active Sync support should suffice
143	RFP FOR EMAIL SOLUTION			Archival must be encrypted and Support deduplication	Our solution is having archival capability but doesnot support native deduplication. Request to remove the clause for Deduplication and encryption.		No Change in RFP
144	RFP FOR EMAIL SOLUTION	30		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.	please define High Level, Medium level and Low Level. Also, is there any tool through which NPCI is trying to measure the SLAs or does the vendor need to propose the same?		High Level - Non-availability of email services or service is completely down. Medium Level - Some users (30%) are effected. Low Level - Email Feature related issues. Bidder can propose the tool to measure SLA
145	RFP FOR EMAIL SOLUTION	28		Onsite Management/Administration of related IT Hardware and Software with onsite personnel working in two shifts in a day on-site	Plz provide details for the below mentioned points 1. Detailed technical qualification criteria for 2 resources as mentioned in the RFP 2. More information on the service window & support timings 3. Detailed task list of activities that need to be carried out by these resources		The personnel should be OEM Certified, able to carry seamless day to day email administrative tasks including system administration and data backup,restoration,etc.
146	RFP FOR EMAIL SOLUTION	23		Liquidated Damages: The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be fully liable to the total value of the contract/Purchase Order.	We request NPCI to amend the clause to cap the LD to 10% of the Order value since presently, the LD is at 100% which is not permissible as per per company norms and hence, we will not be able to bid.		No Change in RFP

147	RFP FOR EMAIL SOLUTION	9		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.	we understand that NPCI wants references for implementations where the vendor has implemented Corporate emailing solution with FMs on-site after implementation. Plz correct if this is wrong.		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.
148	RFP FOR EMAIL SOLUTION	47		Email Solution provided by bidder should have scalability to support up to 1000 users without any commercial Impact post PO release	Commercials need to be sent for 1000 users?		Commercials to be sent for 700 Users with incremental of 150
149	RFP FOR EMAIL SOLUTION	47		Intelligence to help efficiently retain, search, and discover information	plz elaborate		Tools to Efficiency and Quickly find all relevant information across email, SharePoint, files, IMs, etc., based on Email user.Target searches to individual email users within a case for increased search precision and recall.
150	RFP FOR EMAIL SOLUTION	47		The proposed solution must support message audits.	plz elaborate		A message auditing component that lets you search for messages and find out what has happened to them. When enabled, the Message Audit Log provides administrators with a trail of detailed information about every message that has been accepted and processed by a Scanner. Auditing information is used to track what decisions were made within a single Scanner framework. The Message Audit Log is not intended to replace debug or information level logging. Unlike standard Scanner logging, the Message Audit Log provides information specifically associated with a message.The Message Audit Log provides information on each message received by each recipient

151	RFP FOR EMAIL SOLUTION	31		Delivery Timelines	Timelines mentioned are very constrained. Would request NPCI to provide 6-8 weeks for hardware delivery and 6-8 weeks for Implementation		No Change in RFP