

PRE BID REPLIES FOR NPCI:RFP/2013-14/0031 DATED 31.12.2013 - REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CORPORATE EMAIL SOLUTION

S.No	Document Reference	Page No	Clause No	Description in RFQ	Clarification sought	Additional Remarks (if any)	Reply to Query
1	RFP FOR EMAIL SOLUTION	33	21	Easy and intuitive end user access to archived information from existing Microsoft outlook client	End user archiving from the objective of storing emails on local client is possible and end user will also have easy access for the same. Archival done on server side for legal compliance purpose however should not be accessed by the user. Please clarify		Archival done on server is required for legal and audit compliance hence should be accessible to email administrator only.
2	RFP FOR EMAIL SOLUTION	10		The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.	For Network and Application assessment please provide information over running applications and network architecture.		The requirement is specific to Email solution provided by bidder. The frequency would be once in a year.
3	RFP FOR EMAIL SOLUTION	32	7	Email Solution provided by bidder should have scalability to support up to 1500 users without any commercial Impact post PO release. Sizing should be done initially for 700 users and scalable up to 1500 in slab of 150 each.	Do we need to sizing of Hardware and software for 1500 users		No Change in RFP
4	RFP FOR EMAIL SOLUTION	32	10	Email solution should be compatible with Microsoft outlook as client to check and send and receive emails.	NPCI have outlook licenses or we need to supply them		NPCI has outlook licenses
5	RFP FOR EMAIL SOLUTION	32	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.	Does the bidder need to provide Blackberry Servers. Is NPCI using any communicator or portal with which the mailing solution need to be integrated		Blackberry servers are not required
6	RFP FOR EMAIL SOLUTION	52	23	Perimeter security in email solution includes latest and reliable Anti-Virus, and Anti-Spam protection	Please clarify the no of user. Its 700 or 1500 users		As of current state there are approximately 525 users, 700 & 1500 user count is provided for sizing purpose
7	RFP FOR EMAIL SOLUTION	52	24	Email solution should have 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	Do NPCI have OTP solution in place or required OTP solution also need to be provided by bidder		OTP Solution needs to be provided by Bidder
8	RFP FOR EMAIL SOLUTION	8	2.2	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	pl provide the details of the existing data size that needs to be migrated from cloud solution, also pl clarify what existing hardware is available that needs to be migrated?		Existing data size is approximately 4.5TB . The solution for data migration needs to be proposed by the bidder.
9	RFP FOR EMAIL SOLUTION	11	4.2.5	The bidder should provide reference of any 1 client for whom the bidder has implemented corporate emailing solution on managed hosted model in last 3 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.		No Change in RFP
10	RFP FOR EMAIL SOLUTION	23	8.13	Bidder shall provide warranty for hardware for a period of 3 years and for software for a period of 1 year (with extended software support for the next 2 years) from the date of implementation or acceptance of the entire system, whichever is later.	We request NPCI to initiate the Warranty from the Date of Delivery of the Licenses since the Warranty for the SI begins once the OEM delivers it to the SI.		No Change in RFP

11	RFP FOR EMAIL SOLUTION	31		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 resources should be minimum 4-6 years experienced engineering graduates, with required OEM certification and capable enough to support the email solution proposed by the bidder end to end.
12	RFP FOR EMAIL SOLUTION	31		Email Solution provided by bidder should have scalability to support up to 1500 users without any commercial Impact post PO release. Sizing should be done initially for 700 users and scalable up to 1500 in slab of 150 each. The current strength of corporate mail users is 450 and should be scalable to 1500 users for next 5 years. The hardware and software proposed for email solution should be provisioned to support 1500 users. □ Users data (>10 Gb and <25 GB): 70 Users □ Users data (>5GB and <10GB): 100 Users □ Users data (>1GB and <5GB): 220 Users □ Users data (<1 GB): Rest Users.	Is our assumption fair that only 450 Users Mailbox get migrated. 700 Users & 1500 users count is provided for Sizing the solution		Approximately 525 users would be migrated
13	RFP FOR EMAIL SOLUTION	31		□ Users data (>10 Gb and <25 GB): 70 Users □ Users data (>5GB and <10GB): 100 Users □ Users data (>1GB and <5GB): 220 Users □ Users data (<1 GB): Rest Users.	Please clarify shall we average the data for Sizing or take Upper Limit or Lower Limit for our Sizing		No Change in RFP
14	RFP FOR EMAIL SOLUTION	32	18	The emailing solution should support de-duplication, message discovery for audit and compliance.	Please clarify the deduplication need.		De-duplication is required to eliminate duplicate data in email storage. Only one unique instance of the data is actually required to be retained on storage media, such as disk or tape. Redundant data is replaced with a pointer to the unique data copy.
15	RFP FOR EMAIL SOLUTION	32	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.	Please elaborate this requirement. The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal. Our solution supports Blackberry version 10 onward having Active Sync capability. What is the Expectation of the customer. DO NPCI requires BES or BIS will server the Purpose		Currently Microsoft Sharepoint is being used for internal users. NPCI would require similar internal information sharing portal. BB Active sync capability would suffice.

16	RFP FOR EMAIL SOLUTION	32	17	The emailing solution should support de-duplication, message discovery for audit and compliance	De-duplication and compliance is more from the perspective from Archival solution and not e-mailing solution,pl clarify		De-duplication is required to eliminating duplicate data in email storage. Only one unique instance of the data is actually required to be retained on storage media, such as disk or tape. Redundant data is replaced with a pointer to the unique data copy. For example, a typical email system might contain 100 instances of the same one megabyte (MB) file attachment. If the email platform is backed up or archived, all 100 instances are saved, requiring 100 MB storage space. With data deduplication, only one instance of the attachment is actually stored; each subsequent instance is just referenced back to the one saved copy. In this example, a 100 MB storage demand could be reduced to only one MB.
17	RFP FOR EMAIL SOLUTION	32	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
18	RFP FOR EMAIL SOLUTION	32	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,pl clarify?		Blacberry configuration to be active sync mode
19	RFP FOR EMAIL SOLUTION	32	7	Email Solution provided by bidder should have scalability to support up to 1500 users without any commercial Impact post PO release	Commercials need to be sent for 1500 users? Will TCO evaluation include all the hardware and software cost for 1500 users?		Yes
20	RFP FOR EMAIL SOLUTION	32		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.	The bidder 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?		No Change in RFP
21	RFP FOR EMAIL SOLUTION	33		point 22:Intelligence to help efficiently retain, search, and discover information	plz elaborate		The mailing solution would need to offer end to end case management and work flow with granular user roles for collection, review and export of data in case of regulator audits.

22	RFP FOR EMAIL SOLUTION	33		Point no. 25:The backup solution can either be a native or third party solution.	Please specify the Backup requirement-- 1.Do we need to propose backup for user mail boxes only or have to include back up for Mail solution Data base also? 2. Do we have to propose just the Backup Software or Tape libraries along with it? 3. Back up software also to be quoted in as 700 users and slabs of 150 users as the mailing software? 4.Please provide a revised commercial format which has a line item for Backup Solution.		Backup solution would be Tape based solution. Backup to include user mail boxes and database also.
23	RFP FOR EMAIL SOLUTION	33-34	32	High level issue: to be attended and resolved within 02 working hours from the time of reporting. Medium level issue: to be attended and resolved within 04 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 -- If Email Services are totally down Medium --If some of the features are not available and operation continues in restricted fashion which affects productivity in long term Low ----Partial or non-critical loss of feature or functionality. NPCI has SLA tool in place.
24	RFP FOR EMAIL SOLUTION	34		Pt 4: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 OTP solution. Do NPCI have OTP solution in place or required OTP solution also need to be provided by bidder		No Change in RFP
25	RFP FOR EMAIL SOLUTION	34		Pt 5:The email solution should support... OCI DSS, ISO 27001	Please elaborate the requirement, and functionality expected.		No Change in RFP
26	RFP FOR EMAIL SOLUTION	34		Pt 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.	Shall we assume the Antivirus Solution for OS for the proposed solution will be provided by NPCI? Also please let us know whether other component of McAfee for Antispam and Antivirus is in Place with NPCI.		No Change in RFP
27	RFP FOR EMAIL SOLUTION	35		Pt 6:The email solution should support access restriction based on IP address, location and device.	Please elaborate the need and Use case for this requirement		Requirement is IP Level Filtering/Restrictions
28	RFP FOR EMAIL SOLUTION	51		Point no. 5:Active Directory integration for authentication	Currently active directory is configured or not? If yes pl share the details of current AD config..		AD is configured and on premise. Single forest Single Domain
29	RFP FOR EMAIL SOLUTION	p52		Point 31:The proposed solution must support message audits.	plz elaborate		The mailing solution would need to offer end to end case management and work flow with granular user roles for collection, review and export of data in case of regulator audits.

30	RFP FOR EMAIL SOLUTION	52		Point 16:A central dedicated archival for email and other critical information sources. The archive should support 10 year retention and should also support de-duplication, message discovery for audit and compli	Archival solutions support retention periods of 10 or more years,hardware sizing and other licenses depend on the same. For the curent TCO evaluation is NPCI considering to buy Archive storage space and archival software for 10 years retention for 1500 users from day 1? Pl clarify as it will have huge impact on stoarge capacity size and costs.. We suggest(to optimize cost) that NPCI buys Archive space for 3 yrs from day one and have the sizing for next 7 yeras based slabs of 3/4 years and buy those capacity later,pl confirm...		Bidder to provide optimal solution
31	RFP FOR EMAIL SOLUTION		General	General	Does NPCI expect bidder to integrate all proposed components with existing SIEM and PIM solutions?		No Change in RFP
32	RFP FOR EMAIL SOLUTION	11	4.2.3	Bidder should be a profit (profit after tax) making company in the last financial	Please change the criteira to <u>any one</u> of the following: - Bidder should be profitable in at least 2 years during the last three financial years. - Bidder should have a positive networth in each of the last three financial years - Bidders PBIT (Profit before Interest expense & taxes) for each of the last three financial years should be Positive.	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
33	RFP FOR EMAIL SOLUTION	13	5..22	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
34	RFP FOR EMAIL SOLUTION	23	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
35	RFP FOR EMAIL SOLUTION	23		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
36	RFP FOR EMAIL SOLUTION	33	21	Easy and intuitive end user access to archived information from existing Microsoft outlook client	End user archiving from the objective of storing emails on local client is possible and end user will also have easy access for the same. Archival done on server side for legal compliance purpose however should not be accessed by the user. Please clarify.		Archival done on server is required for legal and audit compliance hence should be accessible to email administrator only.
37	RFP FOR EMAIL SOLUTION	23		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
38	RFP FOR EMAIL SOLUTION	0.33	32	Penalty for breach of SLA	Penalty should be levied on "monthly support cost" and not on "original contract value"		No Change in RFP
39	RFP FOR EMAIL SOLUTION	11	4.2.5.	The bidder should provide reference of any 1 client for whom the bidder has implemented corporate emailing solution on managed hosted model in last 3 years.	Should the reference implementation be same as what is being proposed		No Change in RFP
40	RFP FOR EMAIL SOLUTION	11	4.2.6.	The bidder should have atleast one live installation with support as on the date of the bid.	Should the reference implementation be same as what is being proposed		No Change in RFP

41	RFP FOR EMAIL SOLUTION	31		The solution would be required as a DC and a DR Solution which also includes High Availability with proper failover of 100% Capacity.	Is HA required between DC and DR only, or HA is required at DC with Failover to DR incase entire DC is down		HA is required at DC with failover to DR in case entire DC is down
42	RFP FOR EMAIL SOLUTION	32	4	Active Directory integration for authentication.	Details of Current Active Directory version and architecture are required		AD is configured and on premise. Single forest Single Domain
43	RFP FOR EMAIL SOLUTION	32	7	Email Solution provided by bidder should have scalability to support up to 1500 users without any commercial Impact post PO release. Sizing should be done initially for 700 users and scalable up to 1500 in slab of 150 each.	Should software licenses for 1500 users be provided initially or NPCI would release s/w license PO's for additional users as and when required after the initial 700 users S/W licenses		NPCI would release s/w license PO's for additional users as and when required after the initial 525 users with incremental slab of 150 user S/W licenses
44	RFP FOR EMAIL SOLUTION	32	10	Email solution should be compatible with Microsoft outlook as client to check and send and receive emails.	Are you open to using Client software's other than Microsoft Outlook i.e. Thunder Bird, Lotus Notes etc		Microsoft outlook client is required
45	RFP FOR EMAIL SOLUTION	32	11	MS Outlook calendar should synchronize with the Hosted Server.	Are you open to using Client software's other than Microsoft Outlook i.e. Thunder Bird, Lotus Notes etc		Microsoft outlook client is required
46	RFP FOR EMAIL SOLUTION	32	12	The Email users should be able to Share calendars and collaborate with Co-workers in MS Outlook.	Are you open to using Client software's other than Microsoft Outlook i.e. Thunder Bird, Lotus Notes etc		Microsoft outlook client is required
47	RFP FOR EMAIL SOLUTION	32	13	The email users should be able to send and receive email using web based interface with the hosted server.	Would web mail be accessed from externally via the internet or is web mail only to be used within the NPCI network, also would this access be using SSL.		Web mail would be required to be accessed via internet
48	RFP FOR EMAIL SOLUTION	32	16	Should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account.	Does NPCI have an existing Black Berry Enterprise Server, any particular feature which needs to be delivered via Black Berry		No.
49	RFP FOR EMAIL SOLUTION	33	21	Easy and intuitive end user access to archived information from existing Microsoft outlook client	Is an interfare required on the mail client to archive and view archived mails		No
50	RFP FOR EMAIL SOLUTION	31		Key features-1:The solution should allow server side archived data to be stored in encrypted format on a separate database as a separate instance.	This is possible, however we would like to know what level of encryption is required		No Change in RFP
51	RFP FOR EMAIL SOLUTION	32		Key features-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.	No of Blackberry Uses in Organization		Approximately 50 users. Blackberry configuration to be active sync mode.
52	RFP FOR EMAIL SOLUTION	32		Key features-16-A central dedicated archival for email and other critical information sources. The archival data would be retained for a period of 10 year.	Is Mail archival required for all users?		Yes
53	RFP FOR EMAIL SOLUTION	32		Key features-17-Easy and intuitive end user access to archived information from existing Microsoft outlook client	End user archiving from the objective of storing emails on local client is possible and end user will also have easy access for the same. Archival done on server side for legal compliance purpose however should not be accessed by the user. Please clarify.		Archival done on server is required for legal and audit compliance hence should be accessible to email administrator only.
54	RFP FOR EMAIL SOLUTION	33		Key features-27-The email solution should have ability to digitally sign the emails for users, as a configurable parameter.	Response: Is this functionality required from day one or will require in future, if need arises?		Functionality required from day one to specific users only.

55	RFP FOR EMAIL SOLUTION	33		Key features-32-Business Continuity: The bidder should provide SLA of 99.9% uptime guarantee.	Uptime is guaranteed based on data center availability, in case if there are any issues with DC infrastructure (power, cooling) or in event of any dependencies services failure i.e. network, which impacts uptime will not be considered in SLA?		Uptime of Email solution to be 99.9%, Power and cooling would be taken care by NPCI.
56	RFP FOR EMAIL SOLUTION	23		A. Hardware: 10% of Cost shall be paid after delivery of goods at specified location B. Software: 90% of the payment shall be paid after installation of software	Is there a possibility that this policy be suitably amended to release some advance payment for the hardware and software components?	The advance could be along with the award of the contract and percentage can be as advised by NPCI or as per mutual agreement.	No Change in RFP
57	RFP FOR EMAIL SOLUTION	23		B. Hardware: 10% of the costs shall be paid after 6 months from the date of successful deployment of the solution and sign-off from NPCI officials	Is there a possibility that, just like for the software component, even this 10% is paid after 3 months rather than 6 months from the sign-off?	This would help in improving the inflows, thus decreasing finance costs. The benefit can be used for better pricing.	No Change in RFP
58	RFP FOR EMAIL SOLUTION	9,10	3.1	periodic risk management and security assesment	NPCI has a specific tools or brand of tools that we need to use?		No
59	RFP FOR EMAIL SOLUTION	General			What Antivirus product version, edition and brand being used by NPCI?		Mcafee 4.8.0
60	RFP FOR EMAIL SOLUTION	9,10	3.1	software licenses on NPCI name	NPCI expects software license to remain under software assurance for next 6 years?		Yes
61	RFP FOR EMAIL SOLUTION	12	5.12		We have Certificate of small industries which issued from office of Joint director of Industries (MMR). Is this certificate is enough to not submit EMD to you. Certificate as attached		Not applicable to NPCI. Bid cost and EMD is required.
62	RFP FOR EMAIL SOLUTION				Is O 365 plans currently being used by the customer.		Exchange online Plan 2, Office 365 enterprise E1
63	RFP FOR EMAIL SOLUTION	47		Format Power of Attorney	Is it need to submit along with Tender? Or is it required for successful bidder to be submit after reverse auction?		This is part of RFP document and need to submit along with bid
64	RFP FOR EMAIL SOLUTION	51		internal communicator and internal portal	Can customer specify what product is being used by the customer as an internal communicator and internal Intranet portal as we need to have collaborative tools for the same?		Microsoft Sharepoint & LYNCH
65	RFP FOR EMAIL SOLUTION	54		point 13:B - Bidder's Experience	What kind of bank details required		All past experience needs to provided
66	RFP FOR EMAIL SOLUTION	58		software warranty for year 1 thru 3	Software warranty means service packs, hot fixes as bug fixes or Software assurance as right to upgrade the software to new version of software?		No change in RFP
67	RFP FOR EMAIL SOLUTION	31	1	The solution should allow server side archived data to be stored in encrypted format on a separate database as a separate instance.	For Designing on Archival Space pls help us below mention data Per Users Archival data size for 1year & Retention period for this data (eg. 1 users 5 Gb per Year need to Store data for 7 Year)		Optimal Solution to be provided by Bidder

68	RFP FOR EMAIL SOLUTION	32	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.	Is NPCI is Looking for Transport level Encryption with Other remote Mail Server or Each mail going Out or Internal with This Attachment then Entire Mail need to be in Encrypted format and this can be an Internal Users as well As External Users		Email should be encrypted
69	RFP FOR EMAIL SOLUTION	32	3	The solution should support the inbox size for each user to be 2GB on server The solution should support email attachment size limit of upto 10MB as per the user profile	What abt existing user which have mailbox size More than 2 GB like Below Ø Users data (>10 Gb and <25 GB): 70 Users Ø Users data (>5GB and <10GB): 100 Users Ø Users data (>1GB and <5GB): 220 Users Ø Users data (<1 GB): Rest Users.		All existing user data needs to be migrated as it is
70	RFP FOR EMAIL SOLUTION	32	4	Active Directory integration for authentication.	Kindly provide with current Activity Directory Archetracture & forest Details		AD is configured and on premise. Single forest Single Domain
71	RFP FOR EMAIL SOLUTION	32	5	Allow administrators to add users by individual user name, by team, and by membership Group.	Kindly provide with the exact scenario		Email Administrator with full rights
72	RFP FOR EMAIL SOLUTION	32	7	Email Solution provided by bidder should have scalability to support up to 1500 users without any commercial Impact post PO release. Sizing should be done initially for 700 users and scalable up to 1500 in slab of 150 each.	Does the bidder needs to size & provide the hardware, Software Licenses & entire Solution & Commercial for 1500 Users Or Solution would size for 700 Users Pls give More Clarity on this Point		Sizing would be required for hardware considering 1500 users, Software licenses sizing for 700 users with incremental slab of 150 users.
73	RFP FOR EMAIL SOLUTION	32	10	Email solution should be compatible with Microsoft outlook as client to check and send and receive emails.	Do We have to Consider Outlook Client Licensing or it is Already There with NPCI		Outlook client licensing is already available with NPCI
74	RFP FOR EMAIL SOLUTION	32	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. What is number of Users the bidder needs to consider for Communicator 2. Which functionalities needs to considered for Internal Communicator: • Instant Messaging One-to-One Audio and Video • Conferencing Multi User Audio and Video Conferencing Web Conferencing Voice Telephony 3. What is the Current Office License Details along with Version Needed		All Users for text communication. Audio and video is not required
75	RFP FOR EMAIL SOLUTION	32	18	The emailing solution should support de-duplication, message discovery for audit and compliance.	Deduplication on DB is Not Recomendad as It has various Implication is this a Madate Feture requiried or Optional		No Change in RFP

76	RFP FOR EMAIL SOLUTION	32	19	The central dedicated archival should journal all emails.	Archiving & Journaling are 2 different things, hence is NPCI looking for Archiving or Journaling or Both ?		Both
77	RFP FOR EMAIL SOLUTION	33	25	The backup solution can either be a native or third party solution.	Any requirement of backup outside the office also Disk base backup or tape backup required		Tape based backup for offsite data retention, period of 10 years
78	RFP FOR EMAIL SOLUTION	34	10		Need following Inputs to Size Mail Solution: User type Send/receive per day (50K messages) Light - 5 sent / 20 received Medium - 10 sent / 40 received Heavy - 20 sent / 80 received Very heavy - 30 sent / 120 received		150 Heavy Users & 10 Users are very heavy users . All remaining users are Medium Users
79	RFP FOR EMAIL SOLUTION	General			How many Mobile devices to be considered for the Messaging and MDM solution?		Approximately 400
80	RFP FOR EMAIL SOLUTION	32	10	Email solution should be compatible with Microsoft	MS Outlook is supported as POP3/IMAP and IBM Notes Client is outlook as client to check and send and receive emails	Email should have a client Native compatible with Server	No Change in RFP
81	RFP FOR EMAIL SOLUTION	32	11	MS Outlook calendar should synchronize with the Hosted Server	MS Outlook is supported as POP3/IMAP and IBM Notes Client is Hosted Server.	Should have calender functionality which synchronizes with Hosted Server	No Change in RFP
82	RFP FOR EMAIL SOLUTION	32	12	The Email users should be able to Share calendars and collaborate with Co-workers in MS Outlook	MS Outlook is supported as POP3/IMAP and IBM Notes Client is and collaborate with Co-workers in MS Outlook	The Email users should be able to Share calendars and collaborate with Co-workers in Native client.	No Change in RFP
83	RFP FOR EMAIL SOLUTION	General		General		Bidder would like to purpose Native IBM Notes Client with IBM Domino as email/collaboration platform, which would meet the requirements. However we support MS Outlook only as POP3/IMAP Client, so calendar, Contact sync and other collaboration features would not work. The same would be probable issue if Microsoft has to support MS Outlook client with IBM Domino Server.	No Change in RFP
84	RFP FOR EMAIL SOLUTION	31		Section 9 - Technical Requirements	Please confirm, HA required is N+1 or N+N		Requirement is PR,HA & DR
85	RFP FOR EMAIL SOLUTION				Please confirm, if proposed hardware should be ready for 1500 users OR, it will be for 450 users and scalable to 1500 users.		Proposed Hardware should be ready for 1500 users day -1

86	RFP FOR EMAIL SOLUTION			Email Solution provided by bidder should have scalability to support up to 1500 users without any commercial Impact post PO release. Sizing should be done initially for 700 users and scalable up to 1500 in slab of 150 each.	It asked that there should be no commercial impact post PO release indicating hardware to be proposed for 1500 users. Whereas it is also mentioned that, sizing should be done initially for 700 users. Please confirm, if proposed hardware should be ready for 1500 users on Day 1 OR, it will be for 700 users and scalable to 1500 users (which will have commercial impact at time of upgradation).		Proposed Hardware should be ready for 1500 users day -1
87	RFP FOR EMAIL SOLUTION				Please confirm, if backup solution would be Disk based with Tape out functionality (D2D2T) or purely Tape based solution		Backup solution would be Tape based solution
88	RFP FOR EMAIL SOLUTION	General			Please confirm, if NPCI is looking for any specific backup window requirement		Daily to be performed in incremental basis. Full backup on weekly basis. Backup window is 9pm IST to Next day 7am.
89	RFP FOR EMAIL SOLUTION	3		The solution would be required as a DC and a DR Solution which also includes High Availability with proper failover of 100% Capacity	Please confirm, if DR is 100% of DC including HA OR with 100% compute capacity of DC but without HA		DR is 100% of DC including HA (Capacity point of view).
90	RFP FOR EMAIL SOLUTION				Please confirm, RPO and RTO requirement		Maximum 1 hrs -RTO
91	RFP FOR EMAIL SOLUTION				Please confirm, if NPCI is looking for any specific method of data replication between DC and DR site		Bidder to propose the solution
92	RFP FOR EMAIL SOLUTION	32		The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal	Please confirm which internal sharing portal currently NPCI is using and what is the end user scope for this portal		Sharepoint.
93	RFP FOR EMAIL SOLUTION	9		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.	Will these onsite resource need to work in 16X6 shift or 16X7 shift, also as per our understanding resources needs to be deployed for 3 years. Please confirm		a) One support personnel in a shift. b). 08:00am to 04:30pm, 2:00pm to 10:30pm. SIX days a week. c) NPCI would require on-site support for 6 years.
94	RFP FOR EMAIL SOLUTION	32		A central dedicated archival for email and other critical information sources. The archival data would be retained for a period of 10 year.	What is the existing data size and is de-duplication required in archival solution ?		The existing data size is approximately 4.5TB. De-duplication is required in archival.
95	RFP FOR EMAIL SOLUTION	32		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.	Does NPCI intends to provide the mobile devices to its employees for accessing mails and other corporate resources?		Yes, Already in place.

96	RFP FOR EMAIL SOLUTION	32		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.	Does NPCI intends to manage the mobile devices on which email access will be provided for e.g. collecting software/hardware inventory, locking the device, locating the device etc?		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
97	RFP FOR EMAIL SOLUTION	32		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.	Please specify the number of employees/devices for which the mobile device managemnet solution has to be considered.		Approximately 400 Users would use this service
98	RFP FOR EMAIL SOLUTION	32		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.	Does NPCI wants to extend video, audio functionality and communicator frnctionality to mobile devices.?		No
99	RFP FOR EMAIL SOLUTION	35		The email solution should be configured for Security Policy (Password Policies etc) enforcement and remote erase capability for Smartphone to protect data. The solution should have Mobile Device Management Capabilities.	Please confirm if a containerized email on the mobile device is required to prevent information leakage or only password level security is required.?		Prevent information leakage
100	RFP FOR EMAIL SOLUTION	35		The email solution should be configured for Security Policy (Password Policies etc) enforcement and remote erase capability for Smartphone to protect data. The solution should have Mobile Device Management Capabilities.	Is content management required to prevent documents being removed from the device and to also ensure that the content of the documents remains secured?		Yes
101	RFP FOR EMAIL SOLUTION	35		The email solution should be configured for Security Policy (Password Policies etc) enforcement and remote erase capability for Smartphone to protect data. The solution should have Mobile Device Management Capabilities.	Does NPCI wants to provide other corporate resources like corporate applications/documents etc to the users using the MDM solution?		Yes
102	RFP FOR EMAIL SOLUTION	35		The email solution should be configured for Security Policy (Password Policies etc) enforcement and remote erase capability for Smartphone to protect data. The solution should have Mobile Device Management Capabilities.	Does NPCI wants secure connectivity from mobile device to corporate infrastructure? In case YES, does NPCI wants the solution to provide an integrated SSL VPN functionality?		Yes

103	RFP FOR EMAIL SOLUTION	35		The email solution should be configured for Security Policy (Password Policies etc) enforcement and remote erase capability for Smartphone to protect data. The solution should have Mobile Device Management Capabilities.	Does NPCI wants to prevent users sharing corporate data with personal applications?		No Change in RFP
104	RFP FOR EMAIL SOLUTION				Request you to consider and include a FC based storage offering native SAN functionality using SAN switches with Industry Standard RAID 1/0 protection using at-least 10K RPM SAS II drives for better performance and flexibility as a production storage for emails.		Bidder to propose the best solution
105	RFP FOR EMAIL SOLUTION				Request you to confirm if 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
106	RFP FOR EMAIL SOLUTION				Request you to 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
107	RFP FOR EMAIL SOLUTION				As required by regulators, does the Archival solution need to offer end to end case management and work flow with granular user roles for collection, review and export of data.		Yes
108	RFP FOR EMAIL SOLUTION				Request you to confirm if the archival system need to have features like off line access, journaling and email management archival functions.		Yes
109	RFP FOR EMAIL SOLUTION				Request you to if the archival solution should offer de-duplication/single instancing independent of email platform.		Yes
110	RFP FOR EMAIL SOLUTION				Request you to confirm if the archival solution should capture email details like To:, From:, CC:, BCC: during discovery.		Yes
111	RFP FOR EMAIL SOLUTION				Request you to confirm if 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
112	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 & Backup storage to be different. Our existing backup software can be deployed for the same.
113	RFP FOR EMAIL SOLUTION				Request you to confirm NPCI's backup policy w.r.t media type (tape or PBBA), retention (weekly/monthly/yearly) and maintaining an offsite copy.		Daily to be performed in incremental basis. Full backup on weekly basis. Backup window is 9pm IST to Next day 7am. Retention period is for 10 Years. Tape based backup.

114	RFP FOR EMAIL SOLUTION			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
115	RFP FOR EMAIL SOLUTION			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
116	RFP FOR EMAIL SOLUTION			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
117	RFP FOR EMAIL SOLUTION		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
118	RFP FOR EMAIL SOLUTION		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
119	RFP FOR EMAIL SOLUTION		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
120	RFP FOR EMAIL SOLUTION			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

121	RFP FOR EMAIL SOLUTION			<p>The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <ol style="list-style-type: none"> 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. 	<p>Request to change the clause as: The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against any direct claims, losses, and liabilities arising from:</p> <ol style="list-style-type: none"> 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
122	RFP FOR EMAIL SOLUTION			<p>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.</p>	<p>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.</p>		No Change in RFP
123	RFP FOR EMAIL SOLUTION			<p>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.</p>	<p>Request Deletion</p>		No Change in RFP
124	RFP FOR EMAIL SOLUTION			<p>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.</p>	<p>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 subject to a maximum of 5% of the service charges payable to Bidder for that month.</p>		No Change in RFP

125	RFP FOR EMAIL SOLUTION	New Clause for Order Cancellation on Bidder's Liability		<p>Ref Doc</p> <p>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.</p>			No Change in RFP
126	RFP FOR EMAIL SOLUTION	New Clause	Termination	<p>Either Party shall have the right to terminate this Agreement at any time:</p> <p>a. without cause and for convenience- on the delivery of ninety (90) calendar days' prior written notice to the other Party.</p> <p>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)</p> <p>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</p>			No Change in RFP

125	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
126	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
127	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