Reply to pre Bid queries RFP 032020 - Migration and Maintenance of Bank's E-Mail Messaging Solution on Public Cloud with Archival Facility & E-Mail Security

Sr	Page #	Point/Clause #	Clarification point as stated in the tender document	Comment/ Suggestions	Bank's Reply
1	1	1. Invitation to the Tender	This is to inform that Bank of Maharashtra (BoM) invites sealed tenders for Technical bid and Commercial bid from eligible bidders to migrate and maintain the Bank's existing E- Mail Messaging Solution on Public Cloud with Archival Facility & Gateway Level E-Mail Security Controls as per the requirements mentioned in this RFP	Is bank open to On premises solution or the vendor has to go for Public Cloud based solution	RFP Clause is self-explanatory.
2	1	Annexure 10: Commercial Bill of Material	a. Technical Bill of Material	Active mailbox are mentioned as 8000 and then there are other mailboxes like Designation Based, Vendor etc.: - Please reconfirm all the 16000 mailboxes to be migrated or only active 8000 mailboxes to be migrated. Any specific reason for bifurcation	Bank requires the active mailboxes to be migrated and remaining count of email IDs to be created in the proposed solution. Please refer Clause 4.3 Project Scope for more details.
3	8	Important information regarding Bid submission > Price of Tender copy & Bid Security Deposit (EMD)	Price of Tender copy Rs.15,000/- + Rs. 2,700/- (GST) = Rs.17,700/- Bid Security Deposit (EMD) Rs.50,00,000/-	We would like to inform you that we are MSME registred vendor and as per MSME guide lines the tender document fee and earnest money deposit is exempted to MSE vendor, would request you to accept the MSME registration Certificate against tender copy fee and EMD Bid Security.	Exemption will be allowed only after sharing the credential documents and further verification by the Bank.
4	8	1	Tender Copy Charges	Kindly allow to submit the tender cost at the time of Bid Submission.	No change in the RFP Clause.
5	13	Point No.3.5	The contract with the selected vendor will be valid for a period of 5 years from the date of placing purchase order. The contract will be deemed completed only when all the items and services contracted by the Bank are provided in good condition, installed,	We would request you to amend the contract validity for 3 years, As our OEM by default contract validity is 3 Years only.	No change in the RFP Clause.

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6	18	4. Under Project Details - Under Project Scope Point no 4	Banks intends to maintain the 50 TB of Mail Journaling Files, which is in encrypted .nsf format at Bank's premises only. These files are created on daily basis at domino mail servers, which has the copy of all incoming and outgoing emails. Bidder should provide the solution at Bank's premises to access/search/export the email data with rich searching capabilities from these Mail Journaling files with all necessary header information. Bidder should also arrange for the solution to convert all encrypted .nsf Mail Journaling Format Files to required format, which is compatible/accessible from the on premises solution. Bidder should migrate all the Mail Journaling Files to on-premises solution provided by them and make it accessible. Bidder has to maintain and manage the application until the Bank requires the Data from old Mail Journaling files. Virtual Machines to host the operating system and required applications will be provided by the Bank for this purpose.	Is bank looking for kind of hybrid cloud solution, by which the active new mail servers will be on cloud, where as the archives should be maintained on-prem, physically only. Is bank looking for bidder to migrate all the old mails into new servers and still maintain the old mail servers till some time ?. This has storage costs both on cloud and on-prem, based on choice	RFP Clause is self-explanatory. Bank is not looking for a hybrid cloud solution. Mail Server Co-existence is required until successful migration. Apart from Mail Journaling Files, Bank requires all modules to be migrated on Cloud.
7	18	4. Under Project Details - Under Project Scope Point no 4	Banks intends to maintain the 50 TB of Mail Journaling Files, which is in encrypted .nsf format at Bank's premises only. These files are created on daily basis at domino mail servers, which has the copy of all incoming and outgoing emails. Bidder should provide the solution at Bank's premises to access/search/export the email data with rich searching capabilities from these Mail Journaling files with all necessary header information. Bidder should also arrange for the solution to convert all encrypted .nsf Mail Journaling Format Files to required format, which is compatible/accessible from the on premises solution. Bidder should migrate all the Mail Journaling Files to on-premises solution provided by them and make it accessible. **Bidder has to maintain and manage the application until the Bank requires the Data from old Mail Journaling files.** Virtual Machines to host the operating system and required applications will be provided by the Bank for this purpose.	Need more clarity whether the bidder has to maintain the migrated data or the Old email server and data thereof	RFP Clause is self-explanatory. Bidder has to maintain the migrated Mail Journaling Data on premises.
8	18	4.2 / 2	User segregation Out of 8000,	How many users will use collaboration, communication and online document management	Please refer Clause 4.3 Project Scope for more details.
9	18	4.2 / 2	Mail data is in encrypted. nsf format.	Is it native Domino file format (.nsf) or any other third party encryption is in place?	Native Encryption from Domino.

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10	18	4.2/ 2	Currently Bank have 8000 active mailboxes along with Mail Journaling data. Total user's live mailbox database size is 3 TB whereas the size of Journaling Database is 50 TB approximately. Bank wants to migrate user's live mail database to public cloud and the old mail journaling data to on premises solution. Mail data is in encrypted .nsf format. The size of mailbox per user is 150 MB for majority of the users.	Total user mailbox database size mentioned = 3 TB, But as per user mailbox size mentioned = 150 MB, so for 8000 users it should be 8000*150= 1.2 TB . Please clarify	RFP Clause is self-explanatory. 150MB mailbox quota is allowed for majority of the users. 3TB is an approximate live mail database size and it includes user data those who are having more than 150MB mailbox size.
11	18	4.2/5	Bank is presently using E-Mail Clients like Lotus Notes – 8.5, 9 & 10 Versions and Microsoft Outlook 2013 & 2016 Versions.	Since Outlook doesn't natively support Dominos email, is their any third party tool or connected been used to access domino mails from Outlook.	Outlook does support domino email server connections. No third party software involved.
12	18	4.2/6	it has tie up with third party bulk email service providers for sending promotional/customer awareness emails.	Is any specific issue with existing service provider?	Details will be shared with the successful bidder. Bidder must consider Bank's bulk mail requirement as specified in the RFP.
13	18	4.3 / 4	Banks intends to maintain the 50 TB of Mail Journaling Files, which is in encrypted .nsf format at Bank's premises only.	Does this data needs to mapped with individual users or only visible to Admin.	Administrator Only. Administrator should be able to export the mails and share with requested user.
14	19	4.3/6	Bidder should also arrange for the solution to convert & migrate user's live mail database,	What archive file (.nsf file) in user systems (if any). As 150 MB is limited size, user must archiving mails.	Users are locally archiving their emails and it is not under the scope of this RFP.
15	20	4.4 Supply of Software Licenses > Point No.7	The successful bidder should provide comprehensive warranty and ATS for proposed solution, including other software, associated modules and services required to meet the requirements in the RFP. The period of warranty shall be of 1 year for the proposed software and application licenses provided by the bidder. The ATS for entire contract duration shall start immediately after warranty period is over.	The successful bidder should provide comprehensive warranty and ATS continuous updates, fixes and patches for proposed solution, including other software, associated modules and services required to meet the requirements in the RFP. The period of warranty shall be of 1 year for the proposed software and application licenses provided by the bidder. The ATS for entire contract duration shall start immediately after warranty period is over	No change in the RFP Clause.

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16	21	Hardware Sizing	The successful bidder is required to design, size and provide detailed bill of material for the hardware required to migrate the solution on Public Cloud and for the hardware required to maintain the Mail Journaling Files at Bank's Premises. The Bank will provide the required hardware and storage. The bidder is required to provide the hardware sizing only as per bill of material. The bidder shall confirm/ certify that the hardware proposed is adequate to fulfil BANK's requirement and is as per the industry best practices. Wherever applicable, the bidder should also get the confirmation from the OEM, regarding the proposed infrastructure landscape provided and hardware sizing proposed. During the migration phase of email IDs and while maintaining the Mail Journaling Files at Bank's premises, in case of any shortfall of software licenses or hardware sized; bidder is required to provide software / hardware at no additional cost to Bank. The bidder shall ascertain the sizing of the hardware is adequate and will ensure adequate optimization and parameterization exercise to be executed on the proposed solution to better the system utilization and operating behavior. Bank will provide the network bandwidth for accessing the Public Cloud. However, bidder is required to mention the bandwidth requirement for accessing the Public Cloud. It is expected that the proposed solution to consume minimal bandwidth, so that it should not impact Bank's day to day business operations. The bidder will be responsible for the installation of testing and production environment if required.	Is bank open to share the mail volume, transfer rate kind of details so that bidder can do the right sizing of hardware. It is also essential to know the date since which mails are required to be stored (Archival Policy)	Bidder has to consider the Mail Journaling data of size 50TB approx. Bank is maintaning email data of 8 years.
17	*21*	*4.7*	Migration and further configuration of 16,000	Understanding is 8000 users, please carify 16000 configurations.	RFP Clause is self-explanatory. Bidder shall migrate 8000 email IDs, create new 8000 email IDs and take care of end user configuration part.
18	24	VAPT	Security testing (VAPT) of the proposed Cloud Based Application will be carried out by the Bidder and the report shall be submitted to the Bank prior migration. Bidder has to repeat VAPT every year and submit report to Bank with compliance.	Usually the VAPT is supposed to be done by a third party. If bank is expecting bidder to coordinate the VAPT , in such case the VAPT vendor will be decided by the Service provider, is that a workable arrangement for bank.	Refer "corrigendum for changes in RFP" for more details
19	42	11.1.1/42	The solution should support widely used email clients such as Microsoft Outlook, Mozilla Thunderbird, IBM Lotus Notes etc.	Majority of cloud provider's email won't support Lotus notes as an email client. If BOM asking for Outlook Client then Notes is not required.	Bidder can propose any email client solution which is fully compatible with the proposed cloud based mail messaging solution and its associated components. It should fulfill the technical requirements as specified in the 11.1 Annexure 1: Technical Requirements.

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20	47	7.6	The bidder's aggregate liability in connection with obligations undertaken as a 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 actuals and limited to the TCO. The bidder's liability in case of claims against Bank resulting from willful misconduct or gross negligence of the bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other intellectual property rights, breach of confidentiality, or violation of any legal, regulatory, statutory obligations shall be unlimited.	The overall liability for Vendor is limited to Project Value.	No change in the RFP Clause.
21	67	SaaS Service Subscription Cost -Point No.iii	The payment for SaaS Services will be paid on monthly basis in arrears. The subscription count is determined on the basis of the date of successful migration/creation of the mail id's / mail boxes and made live in that billing month. Bills shall be raised on monthly basis in arrears by following Service Credit method as per Section "SaaS Service Availability" under Clause 7: Service Level Availability and Monitoring.	We would request you to amend the payment terms to yearly basis.	No change in the RFP Clause.
22	70	Earnest Money Deposit	It is expected that the EMD of Rs. 50,00,000/- needs to be furnishhed	The EMD amount is too high can we know the estimated value of the Project	No change in the RFP Clause.
23	77	11.1.1 /15	Solution should have Capability to integrate with the authentication servers (LDAP/ADFS etc.) and Integration with applications using API.	What kind of API integration , is it only mail relay ?	Mail relay and for integrations to use collaboration and communication functionalities of the solution if required.

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24	77	11.1 Annexure 1: Technical Requirements > 11.1.1 Technical Requirement for proposed Email Solution on Public Cloud: Point No.02	Solution must be having Message broadcasting feature (One to Many, Many to Many).	The solution includes advanced meeting broadcast capabilities for 10000 concurrent participants with features such as such as Q&A, Video On Demand, Video recording and Captioning, should be available. (One to Many, Many to Many).	No change in the RFP Clause.
25	77-78	11.1 Annexure 1: Technical Requirements > 11.1.1 Technical Requirement for proposed Email Solution on Public Cloud: Point No.06	Records pertaining to 8 Years of mail and data including header & attachments must be available in the proposed solution with the facility of archival / retrieval at any time as requested by the Bank, during the contract period. The bidder should have capability of storing data for a period of 8 Years which will be required if contract is renewed after completion of initial contract period. However, in case of non-extension of contract period, the bidder should be able to hand-over the archived data to Bank. This requirement of storing 8 years of data may be increased/decreased as per RBI guidelines and Bidder must adopt to the same.	We would request you to Incorporate "Unlimited or Min 8 years Data Retention Services" in the Annexure 10 : Commercial Bill of Material	Refer "corrigendum for changes in RFP" for more details.
26	78	7	Solution should have the capability of sending bulk transactional emails/promotional emails/customer awareness emails to users, customers and potential customers. Bulk mail will be required to be sent as and when required. At present approximately 40,00,000 / quarter is the volume of e-mails and this number may go up. In addition, the system will be sending fund transaction/Account Statement/OTP related emails.	Can you provide more details/clarity as to mail priorities and total mails expected of each type and rough rate of increase and breakup of type of mails.	Bidder is requested to provide the commercials in commercial bid format. Breakup Details will be shared with the successful Bidder.
27	78	10	The proposed mail solution should provide the administrators web-based user management facility via two-factor authentication only. (Mobile OTP/Mobile Call/Token Based(App/Physical))	Who is expected to provide/ manage the SMS gateway for the same?	Bank is already having tie up with SMS gateway vendor. Bidder need to co-ordinate with them in all cases.
28	78	13	Solution should provide functionality for Selfpassword reset/Password Management with support to multi factor authentication. The proposed cloud based e-mail solution should support two factor authentications like OTP and a Token based authentication with email login.	Need more clarity for Selfpassword / password mgmt	RFP Clause is self-explanatory.

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29	78	11.1.1/12	Solution should provide access from Mobile devices/Mobile Apps with real time syncing of mails between all the access points	Please explain Access Points	Wherever Mail Access is allowed.
30	79	15	Solution should have Capability to integrate with the authentication servers (LDAP/ADFS etc.) and Integration with applications using API.	Is bank looking for single sign on and user authentication using AD. Wanted to understand the scope of the statement	Yes.
31	79	16	Solution should provide end user level capabilities to send & receive authenticated, encrypted emails and the functionality of archived mail backup and restoration.	Need to get more clarity about expected encryption and the components that banks poses as of now.	RFP Clause is self-explanatory.
32	79	21	Solution should have ability for users to protect mail and document attachments to limit forward/print/edit/copy.	IS this facility expected to be for all mailboxes or some of them/specifics	All Maiboxes.
33	80	24	The proposed messaging solution on cloud should support recalling/resending of messages sent and also should notify the user on the success or failure of the message recall. This facility should be available to users and administrators.	IS this facility expected to be for all mailboxes or some of them/specifics. Need more clarification	RFP Clause is self-explanatory. All Users & Administrators.
34	81	11.1.1/28	Email Gateway (i.e. Mx) is required to be proposed by bidder/Cloud Service Provider for outside domain mails.	Need further understanding	Bank has published MX records for its mail domain through ISP to receive emails from external source. Bidder must support in mapping the MX records to the proposed solution and ensure proper external email communication.
35	83-84	45	Should have built in Capability to manage Mailboxes, use existing Data Loss Prevention Policies templates, Org-wide rules, DistributionGroups, External Contacts in service administration portal. The ability to send/receive encrypted emails. Additional feature of digital signature and encrypting e-mails shall be in built in the solution.	Need to understand and get clarity on this like existing DLP, Encryption, digital signatures?	RFP Clause is self-explanatory. In case if Bank requires, solution must be compatible for using digital signatures.
36	84	46	Should provide out of box archival solution without the need for third party integration	Need to know more about the 'out of the box' archival solution expectations.	This terms refers the extended archival capability of the solution which offers best user interface, stability, data reliability, data integrity, availability, search capabilities, multiple search criterias, role based access control etc.,

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37	84	53	Warn a user if the mail is missing an attachment prior to sending a mail.	Need to know if the expectation is to have on mail server based. Usually it is handled by mail client.	Yes. It is a feature expected at email client level.
38	84	55	Solution should have the mailbox audit feature for all users should be enabled immediate upon creation on cloud. Audit Logs should be preserved for at least 90 days in online & 8 years for offline or as per Bank's data retention	Does the bank expect to retain the audit logs to be retained on the cloud itself or it can be offline/on premise etc. This does have a storage costs involved and who is making that arrangement.	Refer "corrigendum for changes in RFP" for more details
39	84	11.1.1/57	If required, Bidder should provide digital signatures for email security.	Digital Signature is not required in email system, this will separate component directly subscribed by BOM from Authorized certification Body.	Refer "corrigendum for changes in RFP" for more details
40	88	101	In case of recall, any unread message in the recipient's mailbox should be automatically deleted and replaced with another message, and an acknowledgement of recall success or failure is returned to the sender.	Can we deviate this point	No change in the RFP Clause.
41	88	104	It should support viewing of file attachments from within message in mail client	Need more clarity	Mail Client must offer preview mechanism to view attached documents.

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42	88	11.1 Annexure 1: Technical Requirements > 11.1.1 Technical Requirement for proposed Email Solution on Public Cloud: Point No.112	Should provide support for group collaboration, calendaring, scheduling. Should provide support for collaborative development and support for workflow scenarios and web services.	We would request you to REMOVE words **"support for"** with respect to Collaboration services clause, Collaboration and Content Management Services Should provide group collaboration, calendaring, scheduling, planning, custom workflows, quiz, polls, video streaming, broadcasting services, as an integral part of the solution.	No change in the RFP Clause.
43	90	122	Solution must have the feature of data deduplication in storage to save the storage space for emails having common contents/attachments.	This is expected for attachment or the mail body contents also?	Both.
44	90	11.1.1/125	Access to emails must be allowed only in the Bank Network along with VPN Users i.e. The mails should be accessible only through mail clients in Bank environment, barring selected users through VPN.	Q1: BOM asked for Mobile client support as well which will accessible from any internet, VPN won't get factored there. Q2 : Vmware EMM controls External mail access, then VPN won't be mandate , please clarify. Q3: Is External web access also barred,?	For Q1 & Q2: Refer "corrigendum for changes in RFP" for more details Q3: Yes
45	90	11.1.1/126	supply and deploy new client tool in at least 10,000 desktop/laptops,	As Mail migration limited to 8000 users, need clarification on additional 2000 users	Details will be shared with the successful bidder. Bidder must consider Bank's email client requirement as specified in the RFP.
46	90	11.1 Annexure 1: Technical Requirements > 11.1.1 Technical Requirement for proposed Email Solution on Public Cloud: Point No.126	In case, proposed solution is compatible with Bank's widely used email client (Microsoft Outlook 2013 & 2016) bidder has to quote the upgraded version of existing client software / new client software licenses in at least 10,000 desktop/laptops, to make access of the proposed e-mail solution	We would request you to confirm that Bank of Maharashtra has already included the 10,000 licenses budgetary in total RFP budgetary.	Refer "corrigendum for changes in RFP" for more details

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47	95	17	Bidder must provide DMARC Analyzer tool, which provides complete visibility and governance across all email channels. This analyzer tool must be accessible through Web Console and must provide insight on aggregate RUA & forensic RUF DMARC Reports. This analyzer tool must have user-friendly reporting functionalities and dashboard	Can a third party tool can be accepted by Bank of Maharashtra	Yes. Bidder must ensure that the proposed tool must work seamlessly with the proposed mail solution.
48	97	37	Scanning of emails should be supported the following configurations: • Scanning of inbound mails • Scanning of outbound mails • Scanning of internal mails • Mailbox scanning • On access scanning	Need more clarity as to what is expected here. Is it an antivirus scanning , if yes is it client side or server side.	Yes. Antivirus scanning at client end.
49	102	11.1.2 Technical Requirements on E-Mail Security: point no.79	Identity Theft Handling Mechanism: Machine Learning based system that learns about user's access patterns for things like service (web, pop, imap, smtp, apps), location & ISP, frequency, device chars (like device ID, cookies) and uses an algorithm to track aberrations in the usage in real time.	These Capabilities such as ML, real time SANDBOXING and protection against impersonation are integral part of threat protection solutions and not an inherent feature of mailing platform. Hence, we would request you to Incorporate **"Zero Hour Threat Protection solution for complete suite of mailing and collaboration services including auto remediation post delivery of messages and impersonation support"** in the Annexure 10 : Commercial Bill of Material and remove location & ISP, frequency, device chars (like device ID, cookies) as these are associated with end point protection.	No change in the RFP Clause.
50	107-108	11.5 Annexure 5: Eligibility Criteria Compliance, Point No.07	Bidder should have experience of migrating at least 5000 mailboxes/email data from IBM/HCL Domino Platform to proposed email solution.	We would request you to make it 2000 mailboxes migration experience, there is no diffrence between 1 to 5000 email migrations	No change in the RFP Clause.

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51	108	11.5- 7	Bidder should be either OEM or cloud service provider or Highest Level Partner of OEM. In case of cloud service provider partner bidder should have agreement with OEM to supply OEM's products and should have back to back support agreement with OEM.	Please clarify the Term" Highest Level Partner"	RFP Clause is self-explanatory.
52	108-109	Eligibility Criteria - Point 10	Proposed Email Cloud service provider should be MeitY (Govt. of India) empaneled and STQC audit compliant for Public Cloud service offering of PaaS and IaaS. For Public Cloud service offering for SaaS, should be compliant as and when MeitY takes it up for empanelment on yearly basis .	More Clarity	RFP Clause is self-explanatory.