

Pre bid Queries and Responses

Tender Name: Request for Proposal for supply of Enterprise E-Mail solution for MSEDCL for 3 years

Tender No: MSEDCL/IT/EMAIL/2020-21 Dated: 29/10/2020 Version -1.0

Sr No	Page No.	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL'S Response
1	1	3	Bidder should integrate the email solution with MSEDCL's existing email gateway for email security	Does the bidder have to provide the email security gateway to scan inbound email for virus, spam, etc	No Change ,As per RFP
2	1	2	Solution must be installed in MSEDCL AWS cloud environment in active-active high availability with Disaster Recovery for the period of 3 years	Instead of Active-Active, since the bidder is guaranteeing uptime via an SLA, will MSEDCL be ok with an alternate architecture which will save a lot on infra costs? Considering the reliability of AWS, we feel an Active-Active is likely to be an unnecessary infra and management cost.	No Change ,As per RFP
3	1	1	Supply, installation and implementation of the email solution proposed for 10,000 users (scalable upto 15,000 users) and bulk email solution on MSEDCL AWS cloud with 24x7 support (with SLA) for the period of three years.	Would MSEDCL be ok with an alternative configuration for bulk mail using another AWS service which is highly scalable	OK. The bulk email solution must meet SLA requirement as per RFP
4			General query	Since the infra would be hosted in your AWS account, it is assumed MSEDCL will pay the AWS bill entirely	As per RFP
5	0	28	Support Bidder should support 24X7X365 days OEM support to maintain the 99.9 % SLA and also provide the bidders email administrator	Do we need to provide an email administrator person as part of the contract or only OEM support expected? Does the scope of Support include End users also? Or is the bidder only required to support the Administrators at MSEDCL	No Change ,As per RFP
6	14 & 15	EMD & Tender fee	Tender fee: 5,900/- Bid Security/ Earnest Money Deposit (EMD): 70,000/-	We registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012. as per above clause we are exempted from EMD & Tender Fee. so request to you kindly allow MSME,NSIC certificate.	Bidder has to apply online on MSEDCL etender portal for EMD exemption along with relevant certificates, if scope mentioned in the RFP is part of MSME,NSIC

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					certificate bidder may get the exemption.
7	31	1. Delivery Term	Supply, Installation, Configuration Commissioning and Migration	Within 90 Days from the issuance of LOA	No Change ,As per RFP
8	33	4. Payment Term	Enterprise E-mail Solution 1st year cost: 100% of A1 (Cost per annum) of Price Bid. Supply, Installation, configuration and Migration Cost: 100% of A2(1) of Price Bid. Enterprise E-mail Solution 2nd year cost: 100% of A1(Cost per annum) of Price Bid. Enterprise E-mail Solution 3rd year cost: 100% of A1(Cost per annum) of Price Bid.	Due to COVID-19 we requesting you to support us with 90% of the cost to be paid on supply. Balance 10% of Equipment value & 100% of one time installation cost.	No Change ,As per RFP
9	2	Pre-Qualifying Req	The Bidder should have executed at least 1 project of Email Migration and/or Installation in the last 3 financial Years and must have commissioned Email Solution with minimum of 5,000 email users. And The Bidder should have executed either: 1. One work order/Contract equivalent to at least Rs.15 Lakh. 2. Two Work Orders/Contracts of Rs.20 Lakh together. 3. Three Work Orders/Contracts of Rs.25 Lakh together. of similar works i.e. Email Migration and/or Installation (Supply, installation and maintenance) in the last 3 financial years.	The Bidder should have executed at least 1 project of Email Migration and/or Installation in the last 5 financial Years and must have commissioned Email Solution with minimum of 5,000 email users. And The Bidder should have executed either: 1. One work order/Contract equivalent to at least Rs.10 Lakh. 2. Two Work Orders/Contracts of Rs.08 Lakh together. 3. Three Work Orders/Contracts of Rs.05 Lakh together. of similar works i.e. Email Migration and/or Installation (Supply, installation and maintenance) in the last 5 financial years.	No Change ,As per RFP

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10		Section-C Qualification Criteria – 2. Bidders Pre- Qualification Criteria	The Bidder should have executed at least 1 project of Email Migration and/or Installation in the last 3 financial Years and must have commissioned Email Solution with minimum of 5,000 email users. And The Bidder should have executed either: 1. One work order/Contract equivalent to at least Rs.15 Lakh. 2. Two Work Orders/Contracts of Rs.20 Lakh together. 3. Three Work Orders/Contracts of Rs.25 Lakh together. of similar works i.e. Email Migration and/or Installation (Supply, installation and maintenance) in the last 3 financial years.	The Bidder should have executed at least 1 project of Email Migration and/or Installation in the last 7 financial Years and must have commissioned Email Solution with minimum of 5,000 email users. And The Bidder should have executed either: 1. One work order/Contract equivalent to at least Rs.15 Lakh. 2. Two Work Orders/Contracts of Rs.20 Lakh together. 3. Three Work Orders/Contracts of Rs.25 Lakh together. Of similar works i.e. Email Migration and/or Installation (Supply, installation and maintenance) in the last 3 financial years.	No Change ,As per RFP
11			VI : The bidder shall be responsible for migration of existing email solution i.e. Atmail 7 (Bidder shall note that existing Atmail 7 License is expired) based setup along with associated data to the bidder's proposed solution and setting up of Disaster Recovery for the new mailing solution. There should not be any data loss during migration.	If the license is expired can we still get access to mail box to migrate the mails	It is in the scope of the Bidder to migrate the mail boxes from existing email server whose license is expired
12	ii	Brief Scope of Work:	Supply , installation and implementation of the email solution proposed for 10,000 users (scalable upto 15,000 users) and bulk email solution on MSEDCL AWS (Amazon Web Services) cloud with 24x7 support (with SLA) for the period of three years.	Request to change it to any Cloud as this other CSPs would not be able to help in providing a better solution	Presently MSEDCL having contractual arrangement for hosting its applications on AWS cloud. As per RFP

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13	ii	Brief Scope of Work:	Solution must be installed in MSEDCL AWS cloud environment in active-active high availability with Disaster Recovery for the period of 3 years (Active –Active means Both the email application server and SMTP gateway should work at same time/realtime	Request to remove AWS and mention any solution that supports High Availability with Disaster Recovery	Presently MSEDCL having contractual arrangement for hosting its applications on AWS cloud. As per RFP
14	ii	Brief Scope of Work:	Solution must be installed in MSEDCL AWS cloud environment in active-active high availability with Disaster Recovery for the period of 3 years (Active –Active means Both the email application server and SMTP gateway should work at same time/realtime	Request to also mention Software as a Service (SaaS) offering as it enables better uptime with lesser administrative tasks	Presently MSEDCL having contractual arrangement for hosting its applications on AWS cloud. As per RFP
15	ix	Brief Scope of Work:	Other related job such as supply, installation, customization, configuration, Integration, implementation, training, documentation, product support, performance tuning, Hardening of OS and Database has to be taken care of by the bidder.	Request to change it to Other related job such as supply, installation, customization, configuration, Integration, implementation, training, documentation, product support, performance tuning, Hardening of OS, Database, tenant, etc. has to be taken care of by the bidder.	As per RFP