

Pre-Bid Queries Reply
Tender No. : - MSEDCL/IT/EMAIL/2019-20 Ver. 1.0

Sr. No	Clasue No.	Page No.	RPF Section & Clause	Query in blue color	MSEDCL Reply
1	Section B Introduction	26	5. Mail Messaging System	We request to includCommercial Antivirus & Anti-spam Engine (Not Open Source) solution inter-alia, which should secured from the following ☐ Spam mails ☐ Junk mails ☐ Virus mails	No Change, As per Tender Bidder needs to integrate his solution to MSEDCL's existing email gateway and Sandbox
2	Section – E Detail Technical Specifications	34	15 – Antivirus/Antispam	We recommend that it should be commerical Engine for Antivirus & Antispam to bring accuracy for email filtering	No Change, As per Tender Bidder needs to integrate his solution to MSEDCL's existing email gateway and Sandbox
3	Section – E Detail Technical Specifications	44	Archiving	1)The Mail Messaging solution should provide archiving capabilities. 2) User should be able to View Archive Folder within his Mailbox as a folder & access all archived mails 3) User should not be able to delete/ edit archived mails	Shall be provided as per Section – E Detail Technical Specifications 1. Technical and Functional Specification for MSEDCL email solution Point No 23.
4	Section-G BID Process	48	Tender Fee and Earnest Money / Bid Security Deposit	If the bidder opts for EMD exemption, the exemption certificate from government authority, produced by bidder should clearly indicate that the exemption is applicable for the product / service listed under scope of the tender, failing which the bid may not be considered for evaluation.	Deleted ,Refer Revised Tender

5	1 (ii)	21	Section D - Scope of Work	1. Are Fortimail Email Gateway and Fortisandbox On-Premise or on Cloud?	On MSEDCL AWS Cloud
6	1 (iv)	21	Section D - Scope of Work	Will the required Hardware & OS be provided by MSEDCL as per specifications suggested by bidder / solution provider (Primary Server, Storage, DR, Archival Server, Storage, Archive DR)?	Bidder needs to submit the requirement in Annexure 15: Format for Cloud Instance Specification
7	1 (vi)	21	Section D - Scope of Work	Migration of Email Data from Atmail 1. What is the size of the data? 2. Since what year has the data been collected? 3. What is the Format of the data?	1) Approximate 2 TB of data 2) All email box Data 3)mail dr format
8	2 (iii & iv)	21	Section D - Scope of Work	Is Archival/Backup of email taken on MSEDCL Cloud?	Yes,on MSEDCL AWS Cloud.Implementing Archival/backup & retrieval of email solution is in bidders scope
9	2 (x)	22	Section D - Scope of Work	1. Would the One Day Training for Admin be Online or In-person? along with Admin training? 2. Is training for end users to be included	In person training
10	2 (xiii & xiv)	22	Section D - Scope of Work	Technical Support at no additional cost	No Change as per Tender
11	3 (g)	22	Section D - Scope of Work	Clarification on Offsite and On-Site Support considering the proposed solution to be hosted on Cloud.	for clarification refer tender Section – D Scope of Work sub section 3. Support
12	1 (4)	23	Section E - Detail Technical Specifications	Bulk Emails (2.20 lakhs per day scalable to 3 lakhs)	Query not clear
13	1 (viii)	21	Section D - Scope of Work	Please specify a defined scope of Customization required.	Customization required to achieve the requirements of tender.

14	Section - C -Qualification Criteria	20	<p>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.</p> <p>And</p> <p>The Bidder should have executed either:</p> <ol style="list-style-type: none"> 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. <p>of similar works i.e. Email Migration and/or Installation (Supply, installation and maintenance) in the last 3 financial years.</p>	<p>Requesting to change the points 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.</p> <p>And</p> <p>The Bidder should have executed either:</p> <ol style="list-style-type: none"> 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. <p>of similar works i.e. Email Migration and/or Installation (Supply, installation and maintenance) in the last 7 financial years.</p>	No Change as per Tender
15	Section-E-Detail	23	<p>9.Mobile Access</p> <p>Solution should be configurable on all smart Mobile Phones: IOS (iPhone & iPad), Android, etc. and should be configurable in mobile devices with auto synchronization.</p>	<p>Increase security Please include feature like ActiveSync. The mobile should support features like remote wipe and should only allow specied devices to access through mobile phone</p>	No Change as per Tender
16				<p>Increase security Department should look at adding features like Two Factor Authentication to increase security</p>	No Change as per Tender
17		13	<p>13.Web Client</p> <p>Solution should have Web mail client with all email features like</p> <ol style="list-style-type: none"> 1) Bidder shall provide a solution for installation & Should store a copy of each item (including calendar, mail, to-do, personal addresses, etc.) on the server and the client (while synchronizing with server in background) 2) Should support rich attachments and interaction including: <ul style="list-style-type: none"> • MIME attachment types. <p>No restriction on the number of file attachments per mail</p> <ul style="list-style-type: none"> • Blocking of harmful, executable attachments (the extensions of which can be administratively controlled) • Allow attachment of text files, Word / Excel / PowerPoint documents, multimedia content, graphic files and non-Email documents 3) Should provide options to review other inbox messages in the foreground while an attachment is being downloaded in the background 4) Should include client-side spam control capability with following features: <ul style="list-style-type: none"> • Advanced junk mail filtering using keywords and patterns to intelligently determine and block junk mail. • Safe lists and Block lists to choose to only receive mails from individuals already setup in address book, from specific email addresses or from designated domains. • External HTML blocking to stop spammers from using web-links that verify email addresses as active without permission. 	<p>Increase security Department should look at adding feature like. The webmail client should support S/MIME for encryption of mails</p>	No Change as per Tender

18			Attached – Technical Specifications	<p>requesting you to add these specifications</p> <p>Backup/Recovery</p> <p>The solution should have an integrated online realtime backup/restore mechanism for mail boxes</p> <p>The solution should have an integrated realtime backup/restore mechanism</p> <p>The solution should be flexible and configurable to adapt to Organization's backup policy.</p> <p>The Solution should ensure that the backup software provides a realtime backup. i.e. all mails that are coming to the platform are immediately backed up by the backup software & not a scheduled backup</p> <p>Dumpster – The Solution should offer a feature where end users could also restore a deleted mail by himself within a set of specified days</p> <p>E-Mail Archival & Discovery for Legal Compliance</p> <p>The Solution should have email Archival & Discovery for storing mails for legal compliance</p> <p>All mails should be journaled for legal & compliance</p> <p>The Solution should allow creating an archive mail box for each individual user separately for faster search</p> <p>Administrator should be able to search mails within archival server across multiple mailboxes at the same time</p> <p>Configurable Per account archival, i.e. the administrator should have the rights to enable/disable archiving on a per user/group level</p> <p>The admin account should have the privilege of searching specific accounts/ group of accounts / entire archival storage for specific content</p> <p>Server Security</p> <p>The messaging software should have its native Two-Factor Authentication mechanism or the bidder needs to provide the same integrated with the solution at no extra cost</p> <p>The messaging software should have the capability to integrate with PKI infra for email encryption using S/MIME</p> <p>The messaging software should support S/MIME for email encryption on the Native webmail client</p> <p>Native Desktop/Thick Offline Client</p> <p>Windows Mobile and other smartphone</p> <p>Email complete Push mail over the air</p> <p>BlackBerry Email, Contact, Calendar sync</p> <p>Address book lookup</p> <p>Complete synchronisation of sent items/subscribed folders</p> <p>synchronization</p> <p>The Mobile synchronization should not happen on POP/IMAP</p> <p>Office Productivity</p> <p>The Webmail client should have native capability to create spreadsheets/presentations & Documents</p> <p>The user should not be required to install any third party software on their end points</p> <p>The office productivity software should be included for all users using the email</p> <p>The Office productivity software should allow to download the files in open document format or proprietary extensions like Doc/Docx, XLS/XLSx, PPT/PPTx</p> <p>The office productivity software should allow the users to download the files in a PDF format.</p> <p>Chat Messaging</p>	Similar Specifications already mentioned in Tender .No Change as per RFP
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