इंडियन बैंक
Indian Bank

BIDDING DOCUMENT

FOR

Supply, Installation and Maintenance of Mail Messaging Solution (MMS)

Indian Bank
Head Office
Technology Management Dept
66, Rajaji Salai
Chennai – 600 001

Website: www.indianbank.in

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1   Introduction

2   Invitation for Bids (IFB)

a.   **Indian Bank**, a premier nationalised Bank having its Head Office in Chennai has national presence with more than **1800** CBS branches with 3 overseas branches apart from 30 administrative Zonal Offices and 12 training centres. The Bank has its international presence in Singapore, Colombo and Jaffana and 229 Overseas Correspondent banks in 69 countries. Total business handled by the Bank stands at Rs. 1,74,934 Crores and the CAR of the Bank at 12.35% (Basel II) , as of 31.12.2010.

The Bank has achieved 100 percent Core Banking Solution using 'BANCS' software developed by M/S Tata Consultancy Services and entire bank's business is covered by the CBS branches.

The Bank has been a front runner in specialised banking and a leader in Rural development. The Bank has introduced Maestro Debit cards and Visa Credit cards. The Bank has brought out an exclusive Credit card for the common man, namely Bharat Card, the first of its kind in the banking industry. Further, the Bank is taking Technology to the common man through Customer Relationship Management (CRM) at CBS Branches, wherein individual customer requirements are identified and addressed. Bank has launched IB Swarna Mudra, a scheme for sale of 24 carat, 999.9 pure Assay certified gold coins.

Recently, The Bank has launched Wealth Management Services as a value added service for its HNI & Corporate clients in Chennai and is planning to expand the services all over India. Through Wealth Management Services, Financial planning and advisory services are being provided to the clients based on factors like their individual risk-reward profile, time horizon, financial goals etc, on a non-discretionary basis.

Bank is planning to provide mail messaging (through office, Web, mobile etc.), Instant Messaging/Chat in phases to all it's around 20000 employees. Phase I aims at to provide these facilities to 10000 users across the branches and offices. All the branches, offices and training centres are connected in WAN through Leased Lines, GPRS, VSATs with bandwidth ranging from 16kbps to 2Mbps.

The primary objective of Installing and centralizing the mail messaging solution is to derive the benefits such as easy maintenance, reducing point of failures, high availability, scalability, redundancy, fail-over, archival, anti-relay, anti-spam, anti-virus, optimum response times etc while being able to provide features such as mail security with digital signatures & message encryption, web access, mobile access, LDAP based directory services, single sign-on, authorization, multiple types of filtering etc

b.   **The Bank invites sealed bids for the supply, Installation, customisation, Integration, training and implementation of Mail Messaging Software Solution , appropriately sized Hardware and providing Facility Management for Mail Messaging Solution at Chennai.** The bank also intend to have facility management for end-to-end Mail Messaging Solution maintenance, as per the architecuture submitted by the bidder and approved by the bank. Detailed functional and technical specifications and requirements for the above are furnished in Annexure 4

c.   A complete set of Bidding Documents in English is provided for this purpose. The bid document is to be downloaded from the website, the cost of the document of Rs.10000/- should be paid by way of Bankers Pay Order (BPO) or a Demand Draft (DD) favouring INDIAN BANK payable at Chennai which is non refundable and to be enclosed along with the technical bid document.

d.   Pre-Bid meeting will be conducted on **02/03/2011** at 11.00AM in **IMAGE, MRC Nagar, Near Aiyappa Temple, Foreshore Estate, R A Puram, Chennai, PIN 600 028.** It is essential that all the clarifications / queries be submitted to the Bank at least two days before the date of the pre-bid meeting.

e.   Bids must be delivered to the address given below, at or **before 15.00 hours IST on 14/03/2011** and must be accompanied by a **Demand Draft / Bank Guarantee of INR 10,00,000/- valid for 225 days from the last date for submission of the bid.** Late Bids will be rejected.

    Indian Bank, Head Office,
    Expenditure Department, Ground Floor,
    Govindu Maligai, Second Line Beach,
    Chennai - 600 001, India.

    Part I (technical bid) will be opened for evaluation by the Bank **at 15:30 Hours on 14/03/2011** in the presence of the bidders. All bidders are requested to be present at this time.

After technical evaluation, only the eligible bidders will be communicated of the date, time for conducting online reverse auction of commercial bid (Part II)

f.   **Disclaimer :** The Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons therefor. Bank reserves the right to cancel this tender without assigning any reason therefor.

g.   **Scope of BID**

    Scope of BID includes but not restricted to the following:

I.   Bidder should undertake Supply, installation, customization and implementation of Comprehensive Software, appropriately sized Hardware and providing facility management for Mail Messaging System (MMS) for Indian Bank. The Software should comply with the specifications given in Annexure 4

II.   The Total Solution offered should facilitate reporting, compliance and risk management. The Total Solution requirements are given in Annexure 4

III. The software solution should provide audit trail of changes made to the system for various parameters assigned and for all the communication happening within and outside of the bank by all the users of these system.

IV.   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.

V.   The solution should have the capability/compatibility/scalability in terms of software and Hardware to meet Bank requirements of 20000 users.

VI.   The solution should be modular and integrated on industry standard platforms to match the functionality requirements specified in Annexure 4

3 Minimum Eligibility Criteria

The bidder must satisfy the following minimum criteria –

1.   The Bidder who can supply all the software, hardware, equipments/components as per the architecture proposed and approved by the bank and provide Facility Management services as per the Bank's requirements The bidder shall be solely responsible for all the deliverables &

implementation of the solution as per the architecture agreed and approved by the Bank and maintenance during the tenure of the contract as per the Banks requirement under this Bid.

2. The bidder should be a limited company and should be in existence in India for a minimum of Five years (proof to be submitted)

3. Bidder should be the authorised partner of company whose MMS Solution and authorised partner of the company whose Hardware for the proposed MMS Solution is quoted in this Bid (Proof to be submitted).Consortium of Bidders is not eligible.

4. Bidder should be earning net profit for the last three years (Proof to be submitted).

5. The Bidder must have minimum average annual turnover of Rs.30.00 crores during last three financial years (Proof to be submitted).

6. Bidder should have directly implemented the MMS solution in India for a minimum of 5000 users with the MMS software offered in single organization for enterprise use and should be presently in use. Bidder should submit documents in support of this compliance.

7. Letter mentioning satisfactory completion of the project and latest satisfactory post-implementation support should be submitted from the Organization specified in item (6) above signed by an authorised officer of the Organization.

8. Letter mentioning satisfactory completion of MMS project and latest satisfactory post-implementation support should be submitted from one more Organization apart from the organization specified in item (6) above signed by an authorised officer of the Organization.

9. The software should be customised to have the capability to interface and integrate with Bank's existing CBS application software, SAP-HRM, Payroll, CRM and other applications as per the requirement of the bank.

10. Bidder has to submit a letter signed by authorised personnel of the company whose Software and Hardware is quoted in response to this bid stating that in case the bidder is not able to implement and maintain the solution including hardware to the satisfaction of the bank as per the functional and technical specification of the bid then OEM of the Mail Messaging software will be responsible to implement and maintain the solution till the time specified in this bid at no extra cost to the bank.

11. The bidder should be a at least CMM Level 3 Certified company.

12. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could participate in the tender but not both.

4 Terms and Conditions for the Proposal

Indian Bank invites the Bidders' attention to the following terms and conditions, which underline this BID.

4.1 Liabilities of Indian Bank

This BID is not an offer by Indian Bank, but an invitation for Bidders' responses. No contractual obligation on behalf of Indian Bank whatsoever shall arise from the BID process unless and until a formal contract is signed and executed by duly authorised officer(s) of Indian Bank and the Bidder(s).

4.2 Contract with the Bidder

Indian Bank would enter into a contract with the selected Bidder for implementation of the Software for Mail Messaging System, who will be responsible for handling the entire implementation process and post implementation support for the period specified in this bid.

Bidder may require sourcing of one or more software solution from other vendors and undertaking integration of these solutions in an appropriate manner to meet the requirements of the BID. In such case bank will not recognise any consortium of the bidders and consider only Bidder responding

to BID will be responsible for the implementation of the software and hardware.

The Bidder is responsible to submit technical and commercial proposals suitably.

4.3 Proposal Process Management

Indian Bank reserves the right to accept or reject any or all proposals, to revise the BID, request one or more re-submissions or clarifications from one or more Bidders, or cancel the process in part or whole. Additionally, Indian Bank reserves the right to alter the specifications, in part or whole, during the BID process, and without re-issuing the BID. All claims for functional / technical delivery made by the Bidders in their responses to the BID shall be assumed as deliverable within the quoted financials.

Bidders shall be entirely responsible for their own costs and expenses that are incurred while participating in the BID and subsequent presentations, benchmark / stress tests and contract negotiation processes.

4.4 Award of contract

Within 15 days from the date of receipt of award notification, the Bidder should sign the contract as per Annexure 8.

4.5 Validity of Bid

The proposal must be valid for a minimum of **180** days from the last date of proposal submission. Responses must clearly state the validity of the bid and its explicit expiration date. The bank reserves the right to ask the Bidders for extension of bid validity.

4.6 Bid Security (Earnest Money Deposit)

The bidder should furnish as part of its bid, a bid security in the form a bank guarantee issued by a scheduled commercial bank located in India as per Annexure 5, for a sum of Rupees Ten Lakhs (Rs.10,00,000/-) valid for 225 days from the last date for submission of the bid.

Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Bank.

The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance security.

The bid security may be forfeited if:
a. A bidder withdraws its bid during the period of bid validity as specified by the bidder.
b. The successful bidder fails to sign the contract within the specified time of 15 days, or to furnish performance security.

4.7 Bidder Indication of Authorization to Bid

Responses submitted by Bidders to this BID (including response to functional and technical requirements) represent a firm offer to contract on the terms and conditions described in the Bidders' response. The proposal must be signed by an official authorised to commit the bidder to the terms and conditions of the proposal. Bidders must clearly identify the full title and authorisation of the designated official and provide a statement of bid commitment with the accompanying signature of the official. A copy of the authorisation should be enclosed along with the bid.

4.8 BID Ownership

The BID and all supporting documentation / templates are the sole property of Indian Bank. No news release, public announcement, or any other reference to this BID or any program there under shall be made without written consent from Indian Bank. Reproduction of this BID, without prior written consent of Indian Bank, by photographic, electronic, or other means is strictly prohibited.

Violation of this would be a breach of trust and may, inter-alia cause the Bidders to be irrevocably disqualified.

4.9 Bid Pricing Information

By submitting a signed bid, the Bidder certifies that:

a. The Bidder has arrived at the prices in its bid without agreement with any other bidder of this BID for the purpose of restricting competition.

b. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this BID.

c. No attempt by the Bidder to induce any other bidder to submit, or not to submit a bid for restricting competition, has occurred.

4.10 Confidentiality

The Bidder will be exposed to internal business information of Indian Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from INDIAN BANK during the project in strict confidence. INDIAN BANK is expected to do the same in respect of Bidder provided data / information. **On termination of the contract also they should not divulge any data / information.**

The successful bidder will have to enter into a Non Disclosure agreement with the Bank as per Annexure 9 to safeguard the confidentiality of Indian Bank's business information, legacy applications and data.

4.11 Security features

The proposed software solution must have inbuilt security features to protect Confidentiality, Integrity and Availability of Bank's data and maintain a proper log of events. The Solution must adhere to Bank's Information Security policy and also should follow the best practices of information security during the entire period of contract/after the contract period.

4.12 Deliverables

Refer Annexure 11 for deliverables

4.13 Order Execution

The bidder should follow the following Execution Methodology:

a. Customization Requirements
    The software should be customized as per the requirements of the Bank.

b. Software Testing
    Bidder will create the test plan with the help of the Bank using real data to test the functioning of the software before implementation. Acceptance of the software will be after rectification of deficiencies, if any, found during testing.

c. Documentation

All technical / system and user manuals shall be in English. Minimum one hard copy and one soft copy for implementation will be supplied. Bidder's method for updating documentation to reflect changes should be provided.

4.14 Delivery, Customisation and Installation Schedule

The Bidder shall be responsible for delivery and installation of the customized package ordered and other required software and hardware components at location identified by the Bank within 8 weeks from the date of purchase order.

At the discretion of the Bank, there will be an acceptance test conducted for the bidder in presence of Bank officials and/or its nominated consultants after installation of complete package. In case of any discrepancy in software package and hardware supplied, Bank may cancel the entire purchase order and return them back to the bidder at bidder's costs and risks.

Bidder should furnish PERT chart clearly mentioning which activity dates are critically dependent on the previous activity. Bidder should also give roadmap describing therein the key milestone activities of the solution implementation with time required for completion. If bidder fails to implement the solution as per the mutually agreed time frame between bidder and the bank, then Liquidated Damage (LD) will be charged as per the rate specified in this bid.

4.15 Key personnel

The bidder shall commit that the key personnel to be employed for the project have been sufficiently involved in the similar implementations. Bidder shall furnish an undertaking to provide a suitable replacement of the key personnel if they move out from the project. The personnel deployed for implementation of this project should be certified in the software offered under this bid. Post implementation the personnel posted for managing and maintaining the solution should also be certified in the software offered under this bid.

4.16 Technical support

a. Activities in the area of maintenance and support would be as follows :
   - All Software maintenance & trouble shooting
   - All Hardware maintenance & trouble shooting
   - Adding additional functionalities and customisation based on future requirements.
   - Maintenance of system software, Databases and any other hardware and software supplied under this bid.

b. Amendments or modifications if any, in the standards made by supervisory and regulatory authorities, during the contract period, shall be updated in the solution by the Bidder.

4.17 Penalty for delay

For any delay on part of the Bidder in supply, installation, customization, configuration, integration and implementation of the MMS Solution, beyond the period specified in the bid, Indian Bank will charge penalty @ 0.5 % of the Total order value per week or part thereof, subject to a maximum of 10 % of the order value. **However, the Bank reserves the right to cancel the order over and above charging penalty.**

4.18 Order Cancellation

INDIAN BANK, without prejudice to any other remedy for breach of contract, by written notice of default sent to the successful bidder, may terminate this contract in whole or part:

a. Delay in delivery and/or installation beyond the specified period or within any extension thereof granted by the Bank.

b. Discrepancy in software and hardware noticed during acceptance testing and implementation.

c. Failure to perform any other obligation(s) under the contract.

d. If the successful bidder, in the judgment of the bank has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the bank, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and deprive the Bank of benefits of free and open competition.

e. In the event of the Bank terminates the contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder shall be liable to the Bank for any excess costs for such similar goods or services. However, the successful bidder shall continue performance of the contract to the extent not terminated.

4.19 Completeness of Implementation

The implementation will be deemed as incomplete if any component of the software package and hardware as per purchase order is not delivered or is delivered but not installed / integrated and / or not operational or not acceptable to INDIAN BANK after acceptance-testing / examination.

Warranty period will commence only from the date of total acceptance of solution. The software package will be accepted after complete commissioning of software package integration with external application as specified in this bid, digital signing device and other hardware devices, and satisfactory working of the entire software package with all software and hardware components supplied as per this bid.

4.20 Indemnity

Bidder shall indemnify, protect and save INDIAN BANK against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the software package, hardware and services offered and supplied by him, in a format acceptable to the Bank.

4.21 Force Majeure

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that the delay in performance or other failure to perform its obligations under the contract is as a result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to acts of purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify INDIAN BANK in writing of such conditions and the cause thereof within 10 calendar days. Unless otherwise directed by INDIAN BANK in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably

practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of 2 months, INDIAN BANK and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Not withstanding above, any decision of INDIAN BANK shall be final and binding on the bidder.

4.22 Resolution of Disputes

a. If any dispute or difference of any kind whatsoever shall arise between the bank and the successful bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

b. If after 30 days from the commencement of such mutual consultation the parties fail to resolve their disputes or difference amicably, then either the bank or the successful bidder may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

c. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of prudence –

   i. In case of dispute or difference arising between the bank and the successful bidder relating to any matter connected with or arising out of this contract, such dispute or difference shall be settled in accordance with the Arbitration and Consolidation Act, 1996. The arbitral tribunal shall consist of 3 Arbitrators one each to be appointed by the Bank and the successful bidder; the third Arbitrator shall be chosen by the two Arbitrators appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two Arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment on choosing the presiding arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which appointment shall be final and binding on the parties.

   ii. If one of the parties fails to appoint its Arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

   iii. Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

   iv. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

d. Notwithstanding any reference to the arbitration herein,
   i. The parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and

     ii. The Bank shall pay the successful bidder any monies due to the successful bidder.

4.23 Applicable Law:

Laws of India and any other guidelines having the force of law in India will be applicable.

4.24 Jurisdiction

Any litigation under this bid, contract will be subject to Chennai jurisdiction.

4.25 Performance Security

Within 10 (ten) days of signing of contract, the seller shall furnish to the Bank the performance security equivalent to 10% of the contract amount in the form of a Bank Guarantee in the format enclosed (Annexure 6) valid for 6 years from the date of purchase order. If the gurantee is expiring within such period, the guarantee has to be extended suitably.

The proceeds of the performance security shall be payable to the Bank as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.

The performance security will be discharged by the Bank and returned to the Bidder not later than 30 days following the date of completion of the Bidder's performance obligations under the Contract, including any warranty and AMC obligations

4.26 Software Warranty

4.26.1 In respect of all software products offered and supplied, the bidder shall offer Three year comprehensive warranty from the date of final acceptance of the solution and Two year AMC after the expiry of warranty period. The bank can seek any bug fix, customization of software, updates and upgradation at no extra cost during the warranty and AMC period.

4.26.2 Bidder shall include the AMC Charges which includes supplying upgrades, updates, software subscription, onsite support, Installation/reinstallation etc. This shall be specifically mentioned by the successful bidders in their offer in the software AMC charges column of the commercial Bid format after the reverse auction.

4.26.3 During the warranty and AMC period the bidder shall be responsible for all costs relating to labour, maintenance (preventive and corrective) and transport charges from and to the Bank's Site where solution is installed.

4.26.4 The selected Bidder shall ensure that services of professionally qualified personnel who have been certified in the software solution supplied during the implementation stage and post implementation to manage the software solution onsite. Bidder has to ensure that their representative should be available during the warranty and the AMC period of Five years at the location/s of the Bank, where the systems and software shall be installed and operationalised.

4.27 Hardware Warranty

4.27.1 In respect of all hardware products, system software and Databases offered and supplied, the bidder shall offer Three year onsite comprehensive warranty from the date of final acceptance of the solution and Two years onsite comprehensive AMC after the expiry of warranty period.

4.27.2 Bidder shall include the AMC Charges which includes replacement of spares, update, upgrades, software subscription in the system software, Databases and onsite support etc. This shall be specifically mentioned by the successful bidders in their offer in the hardware AMC charges column of the commercial Bid format after reverse auction.

4.27.3 During the warranty and AMC period the bidder shall be responsible for all costs relating to labour, maintenance (preventive and corrective) and transport charges from and to the Bank's Site where hardware is installed.

4.27.4 The selected Bidder shall ensure that services of professionally qualified personnel who have expertise in the Hardware, System Software and Databases supplied are available during the warranty and AMC period of Five years at the location/s of the Bank, where the Hardware and system software, Databases shall be installed and operationalised.

4.28   Software Maintenance

4.28.1 Comprehensive onsite Maintenance and Administration of the Software for Mail Messaging Solution shall include among others reloading of software when required or in the event of system crashes / malfunctioning, fine-tuning of Application & database, system monitoring, log maintenance etc. and any other aspect which may have an impact on the efficacy of the system.

4.28.2 In case of failure relating to application software the Bidder shall ensure that system is made operational to the full satisfaction of the Bank in the shortest possible time or mutually agreed period. Such a clause will be incorporated in Service Level Agreement.

4.28.3 Maintenance charges for Application Software: The rate for providing all inclusive Comprehensive Annual Maintenance charges (AMC) which includes supplying upgrades, updates, software subscription, onsite support etc.

4.29   Hardware Maintenance

4.29.1 Comprehensive onsite Maintenance of the hardware for Mail Messaging Solution shall include quarterly preventive maintenance of all hardwares supplied and installed in location as per this bid. Maintenance of hardware include reloading of system software, Databases when required or in the event of system crashes / malfunctioning, fine-tuning of Application & database, system monitoring, log maintenance etc. and any other aspect which may have an impact on the efficacy of the system.

4.29.2 In case of failure relating to Hardware, system software,Databases etc., the Bidder shall ensure that system is made operational to the full satisfaction of the Bank in the shortest possible time or mutually agreed period. Such a clause will be incorporated in Service Level Agreement.

4.29.3 Maintenance charges for hardware: The rate for providing all inclusive Comprehensive Annual Maintenance charges (AMC) for all the hardware and related system software, Databases which includes replacement of spares,updates and upgrades, software subscription and onsite support etc.

4.30   Service Level Agreement

Bidder has to enter into Service Level Agreement with Bank. SLA will include the Terms and conditions mentioned in this bid along with the up time and resolution commitments of the software and hardware offered for Mail Messaging solution and Managed Services for maintaining the software and hardware components.

4.31   Packing of Hardware

The Supplier Shall provide such packing of the goods as is required to prevent their damages or deterioration during transit to their final destination as indicted in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weight shall take into consideration, where appropriate, the remoteness of the Goods final destination and the absence of heavy handling facilities at all points in transit.

4.32 Insurance

The Goods supplied under the contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risk and Strikes. The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happen to the system due to non availability of storage cum erection policy, the supplier has to bear the losses.

4.33 Change Orders

4.33.1 The Purchaser may at any time, by a written order given to the Supplier make changes within the general scope of the Contract in any one or more of the following:

a) Drawing, Design or specifications where Goods to be furnished under the contract are to be specifically manufactured for the Purchaser ;

b) the method of shipment or packing;

c) the Place of delivery; and / or

d) the Services to be provided by the Supplier;

4.33.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.

4.34 Other Terms & Conditions

a) The software will be accessed by all the branches and administrative offices of Indian Bank within India and overseas. Any Additional license required or compliance and regulatory documents required for this purpose to be provided by the bidder.

b) The bidder has to depute certified staff in the software offered in response to this bid at Indian Bank for implementing the solution and managing and maintaining the solution post implementation.

c) The Hardware offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 2 years after expiry of warranty period. The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered. Bank reserves the right to call for PROOF OF CONCEPT on working of the newly introduced Models in the market, if offered, on the agreed terms & conditions before considering the same

d) After the expiry of the AMC period of 2 years, Bank may renew the AMC at the mutually agreed rate or enter into AMC with other vendor at bank's discretion.

4.35 IT ACT 2000

The Hardware and Software to be quoted as per this tender should comply with the requirements under information Technology Act 2000 and subsequent amendments.

5 Proposal Scope and Guidelines

5.1 Proposal Content/Proposal Format

The Bidders' proposals are central to the evaluation and selection process. Therefore, it is important that the Bidder carefully prepares the proposal and answer the questionnaires completely. The proposal should be prepared as outlined in Annexure 1. The quality of the Bidder's proposal will be viewed as an indicator of the Bidder's capability to provide the solution and Bidder interest in the project.

All costs incurred by the Bidders while participating in the BID process and subsequent presentations, demonstrations and contract negotiation processes shall be absorbed entirely by the Bidders. All supporting documentation submitted with this proposal shall become the property of the Indian Bank.

5.2 Bidder's Responsibility

Any proposal that includes the software marketed and/or supported by other companies or individuals should contain a statement that the Bidder intends to act as the main contractor for the Delivery, Customisation, Installation, Implementation, and other support requirements of the entire system. An authorised corporate official legally capable of binding the Bidder must sign proposals. The Bidder shall be responsible for the following but not limited to:

i. Design, Installation, Customisation, Integration and implementation of the solution (detailed in Annexure 4).

ii. Design, Installation, Customisation, Integration and implementation of system modifications/ customisations as indicated in the response (detailed in Annexure 4).

iii. Parameterisation as per regulatory stipulations and Bank specific requirements.

iv. Initial and thorough testing of the software and hardware systems.

v. Providing agreed software and hardware solution components.

vi. Satisfactory Installation and implementation of the proposed solution components.

vii. Software Interface: Interface with different data providers both internal and external relating to Mail Messaging Solution and Core Banking Solution, SAP-HRM, CRM, Payroll and other applications running in the bank.

viii. Training of users and technical persons.

ix. Successful system and software implementation.

x. Post implementation support for software and hardware.

xi. Providing of necessary documentation for the version of the software supplied to the bank (User Manuals, Operations manuals etc.)

xii. Design, Installation, Customisation, Integration and implementation of future software enhancements including updates to documentation and follow-up training.

5.3 Pre-bid Meeting

a. A pre-bid meeting is scheduled to be held at the following address at **11.00 am on 02/03/2011**. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting at

Indian Bank Management Academy for Growth and Excellence (IMAGE)
MRC Nagar, Near Aiyappa Temple
Foreshore Estate, R A Puram,
Chennai, PIN 600 028

b. The purpose of the meeting is to clarify issues and to answer questions on matter related to this bid that may be raised at that stage.

c. The bidder is requested to submit any questions in writing to reach the bank two days before the meeting.

d. Reply will be given only for querries received in writing within the prescribed time informed during pre-bid meeting.

e. Text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment if any to the bid document, will be published in Bank's website and will be transmitted to all prospective bidders who were present in the pre-bid meeting and to the bidder who has raised the query through email.

5.4 Amendment of bidding documents

a. At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the Bidding Document by amendment.

b. Amendments, if any will be notified in the Bank's website and will be binding on all prospective bidders who intend to submit the bids.

5.5 Submission and Acceptance of Bidder Proposals

a. **Proposal Delivery:**

(1) Bidders must submit the technical bid in sealed covers in the following manner:

The sealed cover for <u>technical bid</u> should be marked as:

"Technical Bid(supply, installation, customisation, Integration and implementation of Mail Messaging Solution, appropriately sized Hardware and providing facility management for mail messaging solution)".

Bidder should also submit the soft copy of the complete technical bid in MS-Word format in a CD superscribing **"Soft copy of Technical Bid (Software for MMS)".** In case of any discrepancy between softcopy and the hard copy of the technical bid, the latter will be treated as authorised version.

Sealed cover of Technical bid should be sent to –

Chief Manager,
Expenditure Department,
Head Office,
Indian Bank,
Ground Floor, Govindu Maligai, Second Line Beach Road,
Chennai (India) PIN 600 001

All pages of technical bids should be serially numbered. If more than one volume is sent, the volumes also should be numbered. The covering letter should mention the total number of volumes and total number of pages in each volume.

Bids should be duly signed by the authorised signatory with company/firm seal and date.

b. Deadline for submission of bids:

The Bank must receive all proposals before **15.00 hrs on 14/03/2011**. Proposals received after the above stated date and time will be rejected and returned unopened to the bidder.

If the last date for submitting the bids declared to be a holiday at Chennai, then the bids may be submitted on the next working day till 15.00 Hrs.

The Bank reserves the right to extend the deadline for the submission of bids by amending the bid document, in which case all rights and obligations of the Bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended. Such extension of deadline will be notified in the website of the Bank.

Any bid received after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

c. Exceptions to the Bid Document / BID

Indian Bank reserves the right to accept or reject any or all bids, to take exception to the BID specifications or to waive any formalities. Bidders may be excluded from further evaluation for failure to fully comply with the specifications of this BID. Indian Bank is under no obligation to acquire any or all of the items proposed, or to explain why any proposal is accepted or rejected.

The Bank reserves the right to accept or reject the deviations. NON-MENTION OF DEVIATIONS SHALL IMPLY COMPLIANCE TO BANK'S SPECIFICATIONS.

d. Format of BID

Bids should be submitted in the attached bank's format only. Indian Bank reserves the right to accept or reject any or all bids, in case it is not submitted in the banks format.

5.6 Opening of bids

a. The Bank will open the technical bids in the presence of the officers authorised for the purpose, and bidders' representatives at **15.30 Hrs on 14/03/2011**.

b. The technically qualified Bidders will be allowed to participate in the reverse auction. The date and time of reverse auction of commercial bid along with the business rules will be communicated by the Bank/service provider of reverse auction to the technically qualified bidders.

c. The Bank reserves the right to extend the date of opening the bids by publishing information on Bank's website.

5.7 Clarification of bids

During evaluation of the bids, the Bank may, at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing.

6 Overview of Evaluation Process

The objective of the evaluation is to select the appropriate solution(s) from the Bidder(s) capable of installing and integrating the Hardware system and software solutions, with the functions designated, within specified time frame and in a cost-effective manner. In addition, the Bidders must be willing and capable of providing ongoing maintenance and support that is responsive to the needs of Indian Bank in sustaining normal operations.

If any information provided in the response to this BID is found to be incorrect or misrepresented, at any stage of the evaluation process, the Bank retains the right to summarily disqualify the Bidder from the evaluation process and from further bids in future.

6.1 Evaluation process and comparison of bids

Evaluation criteria established by the Bank for evaluating the proposed solution which may be suitably amended in part or full at Bank's discretion, is as follows:

Phase 1 – General Evaluation

i. Bids will be short-listed based on the eligibility criteria specified in this bid document.

ii. Bidder should submit bid security amount in the form of DD or Bank Guarantee.

iii. The Bank will examine the bids to determine whether they are complete in all aspects, whether the documents have been properly signed and whether the bids are generally in order.

iv. **Bidder should not mention price of the system and solution offered except in the commercial bid, otherwise the same will be summarily rejected.**

v. In case of bidder offering any software as a part of the solution not developed by him, the bidder should have specific arrangement(s) with the solution provider(s) for implementing the solution. The bidder will be required to submit Developer's authorisation form without making any changes in the Form (Annexure 7).

vi. In case of bidder offering system and hardware not developed and manufactured by him, the bidder should have specific arrangement(s) with OEM for supply, installation, maintenance and support during warranty & AMC period. The bidder will be required to submit Manufacturer's Authorisation Form without making any changes in Form (Annexure 7a).

vii. The bid valid for a shorter period than **180 days** from the last date of submission of bid will be rejected as non-responsive.

viii. Any effort by the bidder to influence the bank in the process of evaluating bids and in decisions concerning award of the contract will result in the rejection of their bid.

ix. The bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons therefore before placing order.

x. The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder. In which case the person or persons signing the bid shall initial such corrections

xi. The bidder should not put their own condition. If any conditions are put by the bidder, then bid will be liable for rejection.

Phase II – Technical Evaluation

The capabilities of the bidder based on above general evaluation, compliance of the software to Functional and Technical requirements and the hardware configuration offered to meet the requirement of 20000 users will be assessed based on the following parameters:

S. No.	Parameter	Details

S. No.	Parameter	Details
1	Experience in Mail Messaging Solution (MMS) Software implementation (enclose proof)	
2	Implementation of Mail Messaging Solution (MMS) software in one Organizations in India with 5000 users (enclose proof)	
3	Average Annual turnover during last 3 years (enclose proof)	
4	Number of Technical staff with successful implementation experience	
5	System Functionality (refer Annexure 4)	
6	Reference check	
7	Profit for the last 3 years (enclose proof)	

i. Reference Checks: All the details of reference sites and contact persons requested for in Annexure 3 should be provided. Indian Bank, at its option, will contact these reference sites to obtain information on the solution and implementation. Bidders will co-ordinate with the reference site(s) and arrange the visits on request from the Bank. The costs incurred by the Bank's team for such visits, will be borne by the Bank.

ii. The evaluation team may visit the reference sites and test sites of the bidder to evaluate the software for functionality as per the criteria mentioned above, technology used, performance, adaptability to future changes etc.

iii. Availability of any additional features will not attract any additional advantage during technical evaluation.

iv. Bidders technically complying with Banks specifications will be intimated to participate in online reverse auction.

Phase III – Commercial Evaluation

- **Technically qualified Bidders alone will be individually intimated to participate in the reverse auction.**

- Cost of optional items, if any, will not be included for evaluation purposes.

- The Bank's evaluation of a bid will take into account, in addition to the bid price quoted the following factors, if any –

  - The cost of supply, customization, installation, Integration, testing and implementation of supplied systems, software and other hardware.
  - Annual Maintenance Costs for 2 years for Mail Messaging software solution, after the initial warranty period of 3 year as quoted by the Bidder.
  - Annual Maintenance Costs for 2 years for hardware, system software and Databases after the initial warranty period of 3 year as quoted by the Bidder.
  - The cost of providing facility management for 5 years
  - The cost of the other incidental services.
  - Cost of inland transportation, insurance, and other costs within India incidental to delivery of the goods to their final destination.
  - Prior to the detailed evaluation, the Bank (Purchaser) will determine the substantial responsiveness of quote document. For purposes of these Clauses, a substantially responsive quote is one which confirms to all the terms and conditions of the quote Documents without material deviations.

The Bank will be under no obligation to accept lowest or any other offer.

6.2 Payment Schedule for project

6.2.1 Payment schedule for Software and Hardware:

On Delivery: 50% of the total cost price inclusive of warranty (exclusive of AMC of 4th and 5th year) on delivery of goods and upon submission of documents as below.

i) A copy of the Supplier's Invoice showing order number, goods, description, quantity, unit price, total amount sent to the office.
ii) Original Acknowledgement of receipt of goods from the Consignee in a copy of the invoice
iii) Original of Transit and Storage-cum-erection policy.
iv) Claim for Reimbursement of Octroi / entry tax paid, if applicable, should be made along with the claim for delivery payment by submitting the original Octroi / entry tax receipt. (Claim for reimbursement of octroi / entry tax at a later date will not be entertained)

The supplier's request(s) for delivery payment shall be made to HO:TMD in writing, accompanied by the above documents as per the terms of this purchase order.

During Implementation: 25% of the total cost price inclusive of warranty (exclusive of AMC of 4th and 5th year) after successful implementation of Mail Messaging Solution for 5000 users.

On final Implementation and Acceptance: 25% of the total cost price inclusive of warranty (exclusive of AMC of 4th and 5th year) upon submission of the claim supported by the Acceptance Certificate signed by the bank/bank's representative and Bidder's representative.

6.2.2 Payment of AMC Charges of Software, Hardware & Facility Management Services

AMC Charges for Software, Hardware and Facility Management Services are Payable Half Yearly in advance

6.3 System Acceptance Testing

Prior to live cutover, Indian Bank will require a period of time fixed to evaluate the complete solution. This evaluation period will be required to verify the application software operations and effectiveness. The Bidder will provide appropriate assistance for the system acceptance testing to the bank.

6.4 Unsatisfactory Performance

Based upon unsatisfactory performance of the Bidder software, Hardware Indian Bank retains the right to reject the system in its entirety during the evaluation period.

7 Negotiation

Bank reserves the right to negotiate with the L1 Bidder under exceptional circumstances.

8 Points to be taken care while submitting the bid

1. The existing Mail Messaging Solution along with the details of implementation is provided in the Annexure 10.

2. The EXPECTED DELIVERABLES FROM THE SYSTEM INTEGRATOR, under this Bid is provided in the Annexure 11.

3. The Tentative Architecture as per the requirements of the Bank for the proposed Mail Messaging System is given in Annexure 12. The proposed mail

messaging solution shall take care of these requirements including the Hardware which shall incorporate the Best Practices recommended by OEM.

4. The Bidder is expected to submit the Architecture & Methodology of implementation proposed by the bidder, responsibilities of the bidder and responsibilities of the Bank for fulfilling all the requirements under this Bid along with the technical documents.

5. The services required under Facility Management are broadly defined in the Annexure 13.

6. **All the Hardware quoted by the bidder should be of same make.**

7. The tie ups, agreements, arrangements of the bidder entered with other component vendors for fulfilling the total requirements shall be provided in the technical bid in detail.

8. Bank is holding 3662 numbers of CALS for MS Windows2008 Server and 2797 numbers of Outlook clients. Hence, the Bidder may reduce the above number of licenses from the total requirement for the MMS solution offered. However, the Bidder has to quote for any other software licenses required by providing the details of software, purpose and the place where they will be deployed in the architecture proposed by the bidder.

9. The bidder is expected to utilize the existing Router, Network switches & firewalls etc deployed by the bank and need not quote for this type of WAN equipments except indicating the deployment in the architectural design proposed by them with the configurations required for implementing and deriving the response times guaranteed by the bidder. If required, the equipments will be upgraded/ redeployed as per the architecture proposed & approved by the Bank. The bidder need not quote either the cost of these equipments or for the maintenance of these equipments.

10. The Facility Management will commence once the end-to-end solution is implemented, tested and accepted by the bank. The bidder should **include the cost for implementation, testing and acceptance procedure** in the implementation charges and **no additional charges will be paid during this period.**

11. All the hardware and software quoted as a part of this bid should support 64 bit architecture and the solution should be implemented in 64 bit architecture

12. Bidder has to ensure that all the required licenses have been provided for implementing the solution. At later stage if it is found that there is a license agreement violation then bidder will be solely responsible for providing the licenses to the bank without any cost implication to the bank and in case any penalty is levied by the OEM then bidder has to pay that penalty in full.

9 Contact Numbers

044 – 25228651, 044-25250155, 044-25269440

10 E-mail Address

deepak.sarda@indianbank.co.in; ramanarao.v.v@indianbank.co.in

uthayakumar.p@indianbank.co.in

Annexure 1 – Proposal Format

1.1 Proposal Response Guidelines

Bidders should ensure that their proposals clearly set out all the information requested in the following sections as well as in the order.

Bidders must provide individual and factual replies to specific questions asked in the annexures.

References to sales or any other literature should be avoided even if the literature forms a part of the proposal.

All proposals must be duly stamped and signed by an authorised signatory for the Bidder on each page.

1.2 Proposal Format

This section provides the structure for Bidders to prepare their responses. Bidders are requested to follow this structure.

1. Technical Bid ("supply, installation, customisation, Integration and implementation of Mail Messaging Solution, appropriately sized Hardware and providing facility management for mail messaging solution)"

Bidders are requested to structure their technical proposals under the following sections:

Section I – Management Information Summary:

This section should be structured as follows:

Introduction

Summary of proposed systems

Bidder's role

Bio-data of Key professionals

Section II – Details of the Proposed Solution:

This section should be structured as follows:

Bidder Information

Compliance to all points mentioned in eligibility criteria

If the solution is of third party, that company's Balance Sheet and Profit and Loss account for last three years and the company should be earning net profit for last 3 years. Enclose copy of agreement between Bidder and the solution provider. Bidder should also submit **OEM/Developers Authorization Form** and **Manufacturer's Authorisation Form** as per Annexure 7 and 7a.

Application Software

Hardware and Operating System/System Software details/other software components required (indicative), Databases.

Delivery

Support and Training

Implementation

Customisation policy and support

Section III – Solution Questionnaire.

The completed Solution Questionnaire of relevant sections given in Annexure 2.

Section IV – Reference site details:

Quote reference sites that may be contacted for a discussion on the system(s) proposed. Give the bank's/company's address and telephone number and the name and designation of the person(s) at each site that may be contacted to discuss the proposed systems.

All the details as requested in Annexure 3.

Section V – Functional and Technical Requirements:

The completed Functional and Technical Specifications in Annexure 4

Section VI – Bid Security

Bid security in the form of Bank guarantee as per Annexure 5.

2. Commercial Bid ("supply, installation, customisation, Integration and implementation of Mail Messaging Solution, appropriately sized Hardware and providing facility management for mail messaging solution)"

Commercial Bid as per Annexure 14 to be submitted after the reverse auction by the successful bidder

Annexure 2 – Solution Questionnaire

2.1 Bidder Profile

(To be filled in by Bidder)

General	
Company Name	
Date of Incorporation	
Holding Company or Parent Company (if any)	
Company's local (in India) address	
Contact details: Name, phone, fax and email	
Please provide details of ownership: private/public; ultimate parent; major shareholders. Any significant changes in ownership in the last two years? Who are the primary shareholders? (Also indicate major shareholders with percentage holding in case of limited companies)	
Number of years in business	
Number of years of experience in Mail Messaging Solution in India	
Account Representative	
Address and Phone no	
Certifications	
Please provide details of quality process certifications (e.g. CMM, ISO etc., enclose a copy)	
Any other certifications, please specify	
Staff	
Total number of employees	
Total number of technical experts employed in implementation and maintenance of Mail messaging solution	
Total number of technical experts employed in Project management area	
Validity of BID and Expiration Date	
Any pending or past litigation (within 3 years)? If yes, please explain with present status. Please also mention any claims / complaints received in the last three years.	

Indian Bank

2.2 General Product Information

System Name	
Date of launch	
Date when first client site went live with name of client	
Current version and release date	
Whether the product i.e. Software for MMS is immediately ready with the bidder for implementation? (Yes/No)	
Details of - a. Clients using this software in Banks/ Financial organization b. Clients in India using this software c. Installations in the last financial year	
Largest customer for this product a. Name of the customer b. Number of offices/branches c. Number of users	
Mention any other features of the product(s) / solution	
What major enhancements that are planned?	
Describe any limitations on the use of the proposed products.	
What is the next scheduled major release of proposed software?	
How often are new versions released?	
Has there been a major rewrite of the proposed systems since the original?	
Indicate configuration of the Hardware / OS / RDBMS (mention with the version) and any other system software / third party software if required for running your mail messaging software	
Mention Backup and Retrieval procedure	
MIS report available in the Software. (The reports required by the bank as illustrated in Annexure 4 should be made available)	
Any other Software for MMS supplied to Banks / FIs, with product details, clients' name(s) and address(es) etc.	

2.3 **Financial Position** (Enclose copy of audited statements)

(In Rs in Lakhs)

	2009-10	2008-09	2007-08
Paid up Capital			
Tangible Net Worth			
Total Assets			
Total Sales (net of excise)			
PBDIT			
Profit after Tax			

Please attach annual reports / duly audited financial statements for the last three financial years.

Date: Signature   of   Authorised
Official with seal

Indian Bank

Annexure 3 – Reference Site Details

(Please furnish details of the reference sites where Mail Messaging Solution has been implemented by the **Bidder himself**. Bidder should submit necessary documents as proof of the same)

1	Company Name	
2	Company Address	
3	Telephone Number	
4	Fax Number	
5	Contact Person's Name	
6	What is or was the contact person's role in the implementation / project?	
7	Name of the software implemented	
8	State whether implemented / under implementation	
9	Date of commencement of implementation	
10	Date of completion / likely date of completion	
11	State number of offices/branches using the software	
12	State the number of users using the software.	
13	State the name of the application software with which integration of mail messaging solution is done	
14	State, if any, ETL process to extract data from different data sources is implemented at this site.	

Annexure 4 – Functional and Technical Requirements

PART-I

Date:

The Chief Manager
HO: Expenditure Department
Indian Bank
Govindu Maligai , Ground Floor
No.8, II Line Beach
Chennai 600 001.

Dear Sirs,

Sub: **Supply, customisation, installation, Integration and implementation of Mail Messaging Solution, appropriately sized Hardware and providing facility management for Mail Messaging Solution**
Ref: Your Bid No. HO/TMD/PG/263/2010-11 dated 19/02/2011

@@@@@

Referring to your above BID, we submit the compliance details of the specifications given below:

(I) MAIL MESSAGING SOLUTION

a) Solution for Mail Messaging Solution (MMS) in Indian Bank should include the following:

Sl No	Banks Requirement	Complied/ Not Complied
1	Supply of license for Mail Messaging Software, Mail Messaging Client Software (Desktop client, Mobile Client, Web Client), Instant Messaging, Antivirus, Antispam, Backup Server Software, Backup Client Software and other licenses as per the Functional and Technical Specification (Annexure 4) to be used by the Bank throughout India and overseas at any branch, at any Zonal offices, in any Training Centre, Head office. All the Licenses should be for 10000 users.	
2	The Bidder shall provide the Software to the Bank under a specific, nonexclusive license.	
3	Supply, installation, implementation, customization, configuration, integration, training, documentation, operationalisation and maintenance of Mail Messaging Solution (MMS) Software for Indian Bank at all locations as per the requirements of the Bank.	
4	Supply, installation, implementation and maintenance of latest version of OEM supported standard RDBMS Database if required for Mail Messaging Solution	
5	Supply, installation, integration, operationalisation and maintenance of appropriately sized Hardware and system software required for the solution.	
6	Providing Facility Management for maintenance of mail messaging solution	
7	The customisation and implementation of the software to be done by the bidder when ever required by the Bank for additional users.	
8	Training of officers of the bank on operational, technical and administration aspects of application and system software, Database and Hardware supplied under this bid.	
9	Integration of mail messaging solution with other application like CBS, Payroll, SAP_HRM, CRM etc.	

b) Solution General Requirements:

Sl No	Banks Requirement	Complied/ Not Complied
1	The bidder shall commit that the key personnel to be deployed for the project have been sufficiently involved in the similar implementations and that once assigned to the project will not be moved out of it. If any person is required to be shifted due to the reasons beyond the control of the bidder, a suitable substitute with same knowledge and experience is to be provided.	
2	The bidder shall commit that the certified personnel in the software offered under this bid to be deployed for managing the mail messaging software post implementation as per banks requirement till the period specified in this bid.	
3	In the subsequent phases, when bank decides to expand Mail Messaging Solution to more than 10000 users, the necessary user license only (For Mail client, Antispam, Antivirus) required would be provided by the Bank. The bidder has to support for implementation.	
4	The successful bidder should provide complete documentation of the entire solution to be implemented that it proposes to provide to the Bank, which shall include the following: • Technical/system manuals for all modules of MMS software to be supplied by the bidder; • Mail Messaging Solution and Interface with the Banks Applications like Core Banking Software, SAP-HRM, Payroll, CRM etc. to be developed by the Bidder, incorporating any Bidder customizations for the Bank • System operations manuals for all the Systems and Applications Systems, covering at least the operations needed to start, run the system during the operational day, close it down, backup, restore, archive, recover from failures and transfer to the fallback site; • User manual covering all the functionalities of the mail messaging solution software for users accessing the system • All manuals shall be supplied in English, in one hard copy and soft copy. Bidder's method for updating documentation to reflect changes shall be explained.	
5	Completeness of Implementation: The implementation will be deemed as incomplete if any component of the package is not delivered or is delivered but not installed/integrated and/or not operational or not acceptable to INDIAN BANK after acceptance testing/examination. In such an event, the implementation will be termed as incomplete and it will not be accepted and warranty period will not commence. The package will be accepted after complete commissioning of package and satisfactory working of the entire software package and hardware. The Warranty period will commence from the date of issue of project completion certificate from the Bank.	
6	Implementation: Bidder's role in implementation will be as per the following activities: - Integrating the equipments with the LAN/WAN infrastructure and other equipments purchased from different vendors in co-ordination with them. - Assists the Banks authorized representatives for undertaking the inspection at their factory/ on site as per the bank's instructions. - Supply and installation of all the hardware, software, Backup and retrieval software etc. - Customization and integrating of Mail Messaging	

	solution software to CBS, SAP-HRM, Payroll, CRM and other required environments - System & Acceptance Testing - User, process owner & IT training - Pilot testing - Live run.	

7	**Training:** Training needs to be provided to various teams of the Bank personnel in the following areas
	- Full-fledged Training in Mail Messaging software and its all the components
	- Training in System Software, System Administration, database Administration, etc.
	- Training on reporting procedures for the proposed SOFTWARE.
	- User training.
	    • On the job training to Technical Officers
	    • Training to System Administrators.	

8	Schedule: The Bidder shall be responsible for delivery, installation and implementation of software, hardware and other required software components at the site within 8 weeks from the date of purchase order.	
9	Technical maintenance support: Activities in the area of maintenance and support would be as follows: • Software maintenance & trouble shooting • Providing more functionality • Enhancement could consist of the following : • Rectification's of Software audit feedback. • Periodic enhancement based on feedback/ requirements of user/Regulatory authorities. • Enhancements / changes in the package to make it fully and effectively functional.	
10	Change Control Procedures should be employed whenever Indian Bank communicates any additions and modifications of the respective documents as and when changes are suggested by Regulatory authorities or by Indian Bank. This has to be effected in a time bound manner.	
11	Bidder's Responsibility: As per Annexure 11	
12	In case of failure to comply with these Terms of Service, the Bank reserves its right to charge a Penalty for delay.	
13	Penalty for delay: For any delay in supply, installation and implementation of the hardware and software package, INDIAN BANK will charge penalty @ 0.5% of the Total order value per week or part thereof, subject to a maximum of 10% of the order value.**However, the Bank reserves the right to cancel the order over and above charging penalty.**	
14	If the operating system(OS) version, database version which are being quoted for Mail Messaging solution software are not supported by OEM, bidder has to migrate the OS, database to latest tested OS, database versions and provide Mail Messaging Solution software compatible to the latest supported OS, Database without any additional cost to the Bank during the warranty and AMC period.	
15	Onsite Support during warranty & AMC period for software, hardware and database supplied under this project in coordination with Database and Hardware OEM. (No remote access will be allowed to Bank's WAN. Onsite support is mandatory for warranty and AMC Period).	
16	**24/7 Support with 99% Uptime monthly for the all the quoted hardware and software monthly.**	

17	Bidder has to quote Annual Maintenance Cost for Two years after the initial warranty period of Three years for all hardware and Mail Messaging Solution software	
18	The Bidder has to install all the hardware and other software supplied under this bid.	
19	Bidder has to provide necessary assistance to the bank for bank's co-ordination with other application software provider to solve problems involving the hardware equipments and software for successful operation of banks Mail Messaging Solution System.	
20	As and when OS, Database, Mail Messaging Software and other software Patches are announced offered under this bid, bidder has to inform the bank and install the same without any financial implications both during Warranty and AMC period.	
21	Any future releases/upgrades of OS, Database, Mail Messaging Software and other software to be installed/re-installed/upgraded without any financial implications during Warranty and AMC period.	
22	Bidder has to provide technical documents, brochure etc for all the items quoted to prove future scalability requirements	
23	Bidder has to provide single point of support for Software, hardware, database, system software and other components quoted.	
24	All the hardware and software quoted should be with onsite support both during Warranty and AMC period.	
25	Documentation of installation has to be provided after successful installation.	
26	The software has to be customized and integrated as per the requirements of the Bank.	
27	The bidder should create a test plan, test environment and data with the help of the Bank to test the functioning of the software before implementation. The test has to be carried by the bidder by implementing the software in 10-15 branches and Zonal office after customization.	
28	The software will be subjected to various audits.	
29	Rectification of deficiencies, if any, pointed out in Audits during implementation has to be carried out by the bidder without any additional cost to the bank.	
30	After implementation, if any deficiencies pointed by auditor to be rectified by the bidder without any additional cost to the bank.	
31	**The Hardware Product shall carry minimum 36 months** Comprehensive on-site warranty from the date of installation. Warranty terms & conditions shall cover the total equipment along with OS etc procured from the bidder with maintenance (24/7 support) on site support Warranty terms shall also cover the task of configuring/re-configuring operating system & other hardware/software resources, Operating System Hardening, Loading of the other system software procured either from the bidder or any other vendor, Software Subscription, Hard Disk Configuration, Performance tuning, Loading & configuring operating system updates, integrating with the other hardware procured by the bank and any other tasks related to Hardware & System Software Management. In the case of authorized/ channel partners, Warranty shall also include the cost for the back to back arrangement with OEM for maintenance of spares, providing support services, updates, if any required. Besides general warranty support, critical support details should be furnished. The successful bidder shall be agreeable to enter in to Service Level	

	Agreement with the Bank covering Warranty & AMC terms and conditions.	
32	**AMC charges (Comprehensive On-site exclusive of all taxes) for the product should be clearly mentioned.** Annual maintenance contract terms & conditions shall cover the total equipment along with OS etc procured from the bidder with maintenance (24/7 support) on site support & Minimum of 4 Preventive Maintenance calls during the year as per the requirement of the bank. Annual maintenance Contract terms shall also cover the task of configuring/re-configuring operating system & other hardware/software resources, Operating System Hardening, Loading of the other system software procured either from the bidder or any other vendor, Software subscription, Hard Disk Configuration, Performance tuning, Loading & configuring operating system updates, integrating with the other hardware procured by the bank and any other tasks related to Hardware & System Software Management. In the case of authorized/ channel partners, Warranty and AMC shall also include the cost for the back to back arrangement with OEM for maintenance of spares, providing support services, updates (if any required) for providing AMC support for period not less than 2 years after expiry of warranty period.	
33	**Expected delivery Period of the Hardware and Software with Licenses (in weeks)**	**Specify**
34	**Expected Implementation Period i.e. up to GO LIVE (in weeks)**	**Specify**

The bidders should provide a response to the Technical and functional requirements, which could be any one from the following categories – **(R)** Readily Available, **(C)** Customisable or **(N)** Not available. Please respond in accordance with the following guidelines.

Readily Available: *The* system that will be delivered currently supports this function without further enhancement or the use of either programming or user tools, i.e. included in the base package.

Customisable: The function would require custom modifications to the system, by bidders' programming staff, at the base price (License charges and customisation charges as mentioned in commercial Bid) without any additional cost. The customisation needs to be done before implementation. The customisation items mean a change/modification to the base software done by the bidders. Bidders should not expect the bank users to modify or add on to the base software using toolkits etc. for functionality not available as 'Standard' in the proposed base version of the software.

Not available: The function does not exist in the current system and is not scheduled for release in an update within the next calendar year and not feasible for customisation also.

The response should be given by marking under the category, which will apply to the requirement. Where a response requires explanation, provide the explanation in the 'Remarks' column or on a separate page, if necessary, with reference to the requirement number.

TECHNICAL & FUNCTIONAL SPECIFICATION FOR MAIL MESSAGING SOLUTION

MAKE :   **VERSION:**

1	MAIL SERVER	Readily Available (R)/ Customizable (C)/ Not available (N)
1.1	The proposed mail solution software quoted should be commercially available software. The Bidder should indicate the latest version no, when it was released and provide a version history. Latest Version to be provided as a part of this proposal.	
1.2	The Mail Server software should not be an Open Source Software	
1.3	The proposed messaging solution architecture should be centralized and in-premise solution	
1.4	The proposed messaging solution should have the capability to work in 16kbps bandwidth using VSAT connectivity	
1.5	The proposed Messaging Solution should support any one of the leading platforms like Windows, AIX,HP-UX,SUN SOLARIS,SUSE LINUX,RHEL	
1.6	The proposed messaging solution should provide high availability and load Balancing capability	
1.7	The Proposed messaging solution should provide access of mails via secured internet access and mobiles	
1.8	The Proposed messaging solution should provide facility for incoming email notification from internal business application like SAP-HRM, Payroll, CBS and CRM etc	
1.9	The proposed messaging solution should be accessible through browser using http/https internet explorer 6.0 or above. Also indicate support for other browsers like Mozilla Firefox etc., Please indicate if all features are supported on all browsers including IE6.0 or above, Mozilla Firefox etc	
1.10	The proposed messaging solution should support minimum 10000 users and scalable up to 20000 users	
1.11	The proposed messaging solution should have built in server side filtering rule for messages	
1.12	The proposed messaging solution should have option to define the maximum mail message size on a global/group/user level basis	
1.13	The proposed messaging solution should support enhanced version of Mail Relay - TLS based relay	
1.14	The proposed messaging solution should support migration of mailboxes and Address Book on existing mail solution to solution offered to the bank	
1.15	The proposed messaging solution 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	
1.16	On reaching quota limit, user should be able to delete mails but cannot send or forward mails on both Web and Native Clients	
1.17	The proposed messaging solution client should allow users to open and edit common mail attachments - .doc, .xls, .ppt, .docx, .xlsx, .pptx, .odp, .odt, .ods with out requiring installation of any additional software. If additional software is required to open these attachments it is to be provided by bidder at no extra cost and bidder is required to specify the name of the software	

1.18	The proposal from the bidder should include any additional software required for productivity of users by enabling them to use all functionalities of messaging solution like mail, calendaring, To do's etc. for offline access also for all 10000 users	
1.19	The bidder should provide the proposed detailed Mail Messaging Solution Architecture	33
1.20	The bidder has to customize, integrate and implement the proposed Mail Messaging Solution for other business application running in the bank	
	AUTHENTICATION	
1.21	The proposed messaging solution should relay mails only from authenticated users	
1.22	The proposed messaging solution should relay the mails from the clients in the trusted network or to the domains that are configured as authorized relay destination	
1.23	The proposed messaging solution should have Delivery Status Notification providing an e-mail sender ability to specify success, failure, delay or none of the message	
1.24	The proposed messaging solution should support standard protocols like POP3/IMAP/HTTP and SMTP /MIME over normal and secure channels	
1.25	The proposed messaging solution should support Simple Authentication and Security Layer(SASL)	
1.26	The directory server proposed with the messaging solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP v3.0	
1.27	The proposed messaging solution should support multiple domains on a single system	
1.28	The proposed messaging solution should provide facility to send bulk messages eg. Customer Account Statement and alert messages through SMS Gateway	
	MAIL SECURITY	
1.29	The proposed messaging solution should have support for Enhanced Simple Mail Transfer Protocol (ESMTP) facilitating security authentication. The MTA should support sending mails in graphics, audio, video files and text in multilingual formats	
1.30	The proposed messaging solution should provide SSL/TLS and MIME support for encrypted communication	
1.31	The proposed messaging solution should be able to validate sender domain in DNS(Sender Policy Framework, Domain-Keys)	
1.32	The proposed messaging solution should be protected from Denial of Service Attack, Distributed Denial of Service Attack	
	MAIL QUEUE	
1.33	The proposed messaging solution should provide administrators ability to set the parameters for controlling the queue such as concurrency delivery, queue lifetime, response timeout, connect timeout and bounce mail lifetime	
1.34	The proposed messaging solution should provide administrators ability to perform queue handling tasks such as delete, redirect, flushing	
1.35	The proposed messaging solution should provide ability to schedule routing of mails in queue based on priority	
2	**WEB INTERFACE**	

2.1	All Web mail functionality should be accessible through all supported web browsers including IE6.0 or above, Mozilla Firefox etc in the proposed messaging solution	
2.2	The proposed messaging solution should support timeout to automatically sign off an user if the system detects a prolonged period of inactivity	34
2.3	The proposed messaging solution should have rich, interactive, web-based interface for end user functions (accessible via HTTP and HTTPS)	
2.4	The proposed messaging solution should support automatic and manual refresh of the user interface to automatically display newer messages and other updates	
2.5	The proposed messaging solution should provide administrators the ability to define web mail session idle time at the global level	
2.6	The proposed messaging solution web interface should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out	
2.7	The proposed messaging solution should support customization of look and feel, logo, color themes, behavior etc. of the web mail client	
2.8	The proposed messaging solution should allow users to search from within the web client	
2.9	The proposed messaging solution should support auto address completion including stored email addresses as they are being typed, including a dynamically updated selection dialog when multiple addresses match	
2.10	The proposed messaging solution should provide the ability to assign tags/categories to To Do, Contacts, Calendar entries. Ability to assign tags to mail messages and configure alarms	
2.11	The proposed messaging solution should have the ability to render and create messages, appointments in HTML format and Text format	
2.12	The proposed messaging solution should have a built-in rich text editor for composing messages with support for color, fonts, attributes, font size, hyperlinks etc	
2.13	The proposed messaging solution should have the ability to check and correct spelling while composing a mail message, calendar appointment using an interactive spell check session	
2.14	The proposed messaging solution should provide users ability to choose from recipients stored in personal Address Books, shared Address Books or the Global Address List	
2.15	The user should be able to append a text signature	
2.16	The proposed messaging solution Web Interface should have user definable personal folders to organize mail	
2.17	The proposed messaging solution web interface should support email addressing and look up from Global address book for wide list of contacts, group mailing etc	
2.18	The proposed messaging solution web interface should support read receipt request - while composing a message, user can mark the message to request for a read receipt notification from the recipient and delivery status notification	
2.19	The Web Interface should have feature to send and receive files as attachments in the proposed messaging solution	
2.20	The proposed messaging solution should support Message Priority feature - to set priority of messages while composing them	
2.21	The proposed messaging solution should support filtering of incoming mails based on user definable filtering rules	

2.22	The proposed messaging solution should support webmail user to send and receive files as MIME attachments	
2.23	Webmail interface should have features for notification of new mails	
2.24	Webmail interface should have an integrated calendar providing the following features: shared calendar, to-do lists, event scheduler and reminders	
2.25	The user should be able to change the password through web interface	
2.26	User should be able to mark mails as read or unread and maintain flags for follow ups	
2.27	The Webmail interface should provide feature to search messages based on: From, To ,Cc, Bcc, Subject and body but not limited to these, search in the folders and also advance search capabilities	
2.28	User should be able to select the priority of the follow-up (low, normal, urgent), indicated by a flag in the inbox. Additionally, user should be capable of setting an alarm as a reminder of a follow-up action, like marking an e-mail for follow-up on the day prior to an important meeting or deadline. Reminder alarms are generated automatically, helping to increase operational efficiency across the organization	
2.29	The messaging solution Should allow the user to open any major functional area— mail, calendar, to-do list, contact list or notebook—in a new window	
2.30	The mail messaging solution Should support basic authentication, session authentication, secure logoff, Secure Sockets Layer encryption and active content filtering	
2.31	The messaging solution Should be able to send encrypted messages, signed messages and also capable of verifying the digital signatures—directly from the browser interface	
2.32	Users should be able to access web mail using a common URL published for the email site	
2.33	Users should be capable of viewing the total size and available space of their mail boxes	
3	**INSTANT MESSAGING /CHAT**	
3.1	The user authentication should be from the same Directory Services used with the MMS	
3.2	Instant messaging service should provide an ability to chat with contacts	
3.3	Instant messaging service must provide one-to-one, one-to-many chat	
3.4	Instant messaging service should have presence awareness of the users in buddy list, email and calendar etc	
3.5	Instant messaging service must provide archiving of chats at server side	
3.6	Users should be able to change their status (online, away etc)	
3.7	Users should be able to chat irrespective of whether they are using the full client or the web access to mails	
3.8	The chat interface should offer the facility of buddy lists/group on Mail and Web Mail Client	
3.9	Instant messaging should support rich text, emoticons	
3.10	The proposed MMS should provide an integrated solution for email, instant messaging/chat	
3.11	Instant Messaging/ Chat should provide file transfer facility	

3.12	Instant Messaging/chat should provide rich client and web client	
3.13	The mail messaging solution should be have administrative control for file transfer	
4	**COLLABORATION SERVICES**	
	CALENDARING	
	The messaging solution should support an integrated user-friendly calendaring feature that is able to support requirements as listed below	
4.1	Meeting Requests, Forward Meeting Requests and Generate Alerts	
4.2	Shared/Group Calendars, Schedule Reminders	
4.3	It should be able to suggest best timing for meetings based to participants availability by using Scheduling Assistant, Attendance Confirmation	
4.4	Should provide scheduling out of office messages to begin and end at given dates/times and support separate messages that can be set for internal and external recipients	
4.5	The Messaging solution should provide the ability to create shared team calendar and tasks	
4.6	The messaging solution should provide resource scheduling like conference rooms, projectors etc	
4.7	The messaging solution should have wide administrative capabilities to control over calendaring	
5	**ADDRESS BOOK**	
5.1	The Mail Messaging Solution ability to index all address book alphabetically like corporate address book, personal address book etc. All address books must available to the users through rich client, web client and supported mobile devices	
5.2	The messaging solution should have ability to perform a LDAP based address book lookup	
5.3	The user should be able to add/delete/modify the contacts in address book via email client, web client and mobile client	
5.4	The MMS directory should provide an interface for messaging clients to download the address book to their local machine and work offline	
6	**MOBILE ACCESS**	
6.1	The proposed messaging solution should support and be configured for push based emails on Symbian OS, Windows & Linux based supported mobile devices	
6.2	The proposed messaging solution should be configured for security policy (Password policies) enforcement and remote erase capability for smart phones to protect data on supported mobile devices	
6.3	The encryption features should be available to prevent unauthorized access of data on supported mobile device for emails	
6.4	The proposed messaging solution should provide capability to synchronize personal contacts and should also support global address look up on supported mobile devices	
7	**USER MANAGEMENT FEATURES OF MESSAGING SYSTEM**	
7.1	The proposed messaging solution client should provide users ability to set automatic response message (vacation message) and mail forwarding (external & internal)	

7.2	The proposed messaging solution should avoid mail loops when auto responding – i.e., should not send auto responder to every mail received from a particular sender with in the defined vacation duration	
7.3	The messaging solution should support for ignoring the messages tagged as SPAM/JUNK by the headers/subject or automatically SPAM/JUNK Message should go to SPAM/JUNK Folder	
7.4	The proposed Messaging Solution should allow Users to create and delete distribution groups, as well as manage memberships and ownership	
8	**PASSWORD MANAGEMENT**	
8.1	The User should be able to change their password	
8.2	The proposed messaging solution should have the ability to enforce following features of a password	
8.3	Password length should be minimum 8 characters	
8.4	Alpha numeric & Special characters like a-z, A-Z,0-9,!@#$%^&*	
8.5	Change of Password at regular interval feature should be provided	
8.6	The proposed Messaging solution must allow users to self reset device recovery password for mobile devices	
9	**ADMINSTRATIVE FEATURES**	
9.1	The proposed messaging solution should allow for password lockout for Web Users when they input the wrong password	
9.2	The proposed messaging solution should maintain the password history	
9.3	The proposed messaging solution should support the ability for administrators to age e-mail for deletion	
9.4	The proposed messaging solution should provide administrators an interface to view and manage all the user's configurations from a single application. These include personal information, quota, forwarding, user login count, etc	
9.5	The proposed messaging solution should have the ability to create multiple users for a domain automatically using an existing database of user record/details	
9.6	The proposed messaging solution administration client should provide ability to rename a user. While renaming you have the option to set the old user id as an alias for the new renamed user, so that there is a transition time while the contacts of the old user id get acquainted with the new user id	
9.7	The proposed MMS should support online maintenance of message databases which can be scheduled for example backup, restore, user management etc	
9.8	The proposed messaging solution cluster solution should provide flexibility for adding or removing servers in the cluster as needed without bringing the cluster or applications offline	
9.9	The proposed messaging solution should support encryption for all messaging components including local store of data	
9.10	The proposed messaging solution should prevent any script written by a user (internal/external) from executing on the client machine unless the same has been certified by the system administrator	
10	**COMPLIANCE**	

10.1	Archiving and Journaling: the proposed messaging solution should provide archiving and journaling capabilities for all mail boxes on the server side to be used by Compliance officer , Auditors and Administrator for Audit and Backup/restore purpose	
10.2	The proposed messaging solution should provide the ability to use Search filters for Sender, receiver, expiry policy, message size, sent/receive date, cc/bcc, regular expressions and protected items	38
10.3	The proposed messaging solution should provide ability to configure retention policies that can be applied to all the mail boxes on the server	
11	**MONITORING**	
11.1	The proposed messaging Monitoring solution should provide facility to create single report containing the health parameters from the MMS and MMS directory services	
11.2	The proposed messaging Monitoring solution should provide a Monitoring Console – A tool available via the web based administrator console or client to monitor the critical parameters of the server. The console provides a real time online view of the server functioning and covers three key aspects viz. services (status, down time, restarts etc.), resources (disk space, memory, connections, queues etc) and transactions (statistics of logins, mails exchanged etc)	
11.3	The proposed messaging Monitoring solutions monitoring console should be enterprise ready – In a distributed server setup (enterprise setup), it may be required to remotely monitor the servers from a single point. Capability to view the consoles of selected other servers on the master console. The activity event log on the master should contain the consolidated event statements of the selected slave servers and the master server	
11.4	The proposed messaging Monitoring solution should provide a pre-configured and prepackaged set of management rules and policies to efficiently manage events and alerts from the messaging Platform. There should be provisions to suppress the redundant events for enhancing due diligence as per of the management policy	
11.5	The proposed messaging Monitoring solution should provide capability to centrally collect, consolidate and aggregate the audit Logs created in the distributed Messaging Servers and analyze it centrally through a set of management rules for audit exception reporting etc	
11.6	The proposed messaging Monitoring solution should provide ability to proactively detect the health issues and service degradation related to MMS software	
11.7	The proposed messaging Monitoring solution should be able to detect and provide interruptions with the MMS and should be able to create event / alerts to the relevant administrators through email, SMS etc. The Email Alert should have URL defined to look into the details of the event through Browser interface	
11.8	The proposed messaging Monitoring solution should provide remote administration. The system administrator should be able to manage the servers remotely. A secure way of access should be provided in case of managing the systems from remote locations	

11.9	The proposed messaging Monitoring solution should provide – Top down, feature oriented view of the domain status, highly configurable probes categorized by feature areas, probable cause and possible solution determination, automation of corrective actions, default setting for easy out-of-the-box setup, enterprise wide monitoring and data aggregation with collection hierarchies
11.10	The Proposed Message Monitoring Solution should provide reports like hourly mail flow statistics (Model statistics from message tracking logs to provide information on mail flow latency by hour) , Daily mail flow statistics(Model statistics from message tracking logs to provide information on mail flow latency by day), Top users(Model usage data for clients with the most messages sent, received and failed), service availability(Availability of client that access their mailbox through messaging client), Client performance (Model client performance statistics based on the performance data submitted to messaging server by messaging client), SMTP (Client Submission) Availability (Models client SMTP submission availability as measured by transactions
12	**BACKUP SOFTWARE**
12.1	The proposed backup solution should provide Progressive incremental backups, restore —identify and back up only files that have changed since the last backup to help minimize backup and restore windows, resource-consuming full backups and storage of redundant data
12.2	The proposed backup solution should provide facility to take online backup and offline without need of shutting down the mail messaging solution
12.3	The proposed messaging solution should provide backup and restoration of single or multiple mailbox with out affecting other users / messaging solution application during backup and restoration process
12.4	The bidder should provide appropriate back up software, backup client agent, hardware solution , tape library required for taking backups
12.5	The proposed backup solution should provide sub file backups — only transmit the changed portions of files to conserve network bandwidth and server storage space
12.6	The proposed backup solutions should Facilitate disaster recovery — provide a daily-updated disaster recovery plan and restore only the files you need to conduct high-speed, policy-based disaster recovery, business continuance or both
12.7	The proposed backup solution should provide and utilize advanced disk replication capabilities to perform high-performance, low-impact backups
13	**ANTI-VIRUS & ANTI-SPAM FOR GATEWAY SERVER**
13.1	The Gateway Antivirus & Antivirus solution should provide Antispam, Antivirus and content filtering protection for the SMTP gateway
13.2	The solution should provide protection against all kinds of attacks like but not limited to viruses, denial of Service(Dos),Trojan horses and worms including boot sector, master boot sector, memory resident, macro etc
13.3	The solution should scan both inbound and outbound mails for inappropriate content and private data
13.4	The solution should provide the basic functionality features like to cure/clean a virus file/mail, quarantine a virus mail/file, delete a virus mail/file

13.5	The solution should scan all mails both inbound and outbound mails passing through the messaging system and cure for infections in documents attached to email messages and folders	
13.6	The solution should provide real-time monitoring and scan for viruses while messaging systems are live and running-without disturbing mail service in the total system architecture	40
13.7	The solution should provide capability to define blacklist/white list senders, domains at the global level for the whole messaging system to reduce SPAM and VIRUS mails	
13.8	The solution should Checks unknown sender IPs, querying the smart protection network in real time	
13.9	The proposed Antispam solution should scan both inbound and outbound mails	
13.10	The proposed solution should provide centralized management for easy, comprehensive email security at the gateway	
13.11	The proposed solution uses a comprehensive layered approach to separate genuine email from spam. These include Sender Policy Framework, Recipient verification. Keyword, header and body text analyses, customized scoring algorithms as well as many other customized rules. These combine to give email an over all score which defines it as spam or not	
13.12	The proposed solution should block unwanted attachments including file types, mime types and renamed files. This can be enabled at both the domain and user level allowing administrators to block unwanted content in line with the Indian Bank's email policy	
13.13	The proposed solution allows you to push the daily management of spam to the end user	
13.14	The proposed solution contains a comprehensive reporting suite providing automated graphical reports including top spam recipients, top email recipients and many more. search capabilities	
13.15	All rules should set at both the domain and user level. This allows detailed configuration for all requirements across the business	
13.16	The solution should be able to configure both White lists and blacklists for the user or at a domain level and to allow/block by full email address or by domain	
13.17	The proposed solution should provide both the administrator and end user with a search and retrieval functionality for their email quarantine management	
13.18	The proposed solution should be accessed using an intuitive web based interface. This allows controlled access from the network and removes the need for client based management software. Restrictions can also be put in place to limit who and where this interface can be accessed from	
13.19	The SPAM prevention component should analyze/scan mail on the basis of the techniques like rule Based SPAM filtering, Signature Analysis-Signature based analysis	
13.20	The solution should provide proactive blocking of SPAM by referring to Real Time Block Lists	
13.21	The solution should Leverages signatures and heuristics to stop spam, bots ,phishing and targeted attacks	
13.22	The Antivirus & Antispam solution should provide ability to detect the email denial of service (DoS) attacks, malformed SMTP packets, non-existing recipient addresses, and other invalid messages	
13.23	The Antivirus & Antispam solution should be able to auto learning of SPAM Mails and filtering the same	

13.24	The Solution should be able to assess the email threat from suspicious senders in real time	
13.25	The Antivirus and Antispam solution should be integrated with Mail Messaging Solution	
13.26	The solution should be able to stop virus/malware entering the network by blocking files with real time compressed executable files	41
13.27	The Solution should be able to scan archive with up to 20 layers of compression	
13.28	The solution should support at least 25 types of compression formats	
13.29	The Solution should provide detection capabilities for Mass Mailing detection Malformed mail format detection, encrypted mail detection, worm trap	
13.30	The solution should support for PDF content scanning (1.2,1.3,1.4)	
13.31	The Solution should provide Multi-Tiered Spam and Phishing defense which should include email Reputation service, Customer specific Reputation Service, Antispam Composite engine	
13.32	The solution should apply automatic, customer specific reputation services, stopping spam and viruses and create a firewall against DHA and bounced mail attacks	
13.33	The email Reputation service should identify and block email from known spam senders at the IP level after verification against an extensive Reputations Database	
13.34	The Solution should provide a Web Based end user Quarantine (EUQ) to improve spam management	
13.35	The solution Should offer effective quarantine management with options for:	
13.35.1	Create multiple quarantine areas	
13.35.2	Release quarantine mail	
13.35.3	Reprocess quarantine mail	
13.35.4	Search quarantine mail by sender/recipient/subject	
13.35.5	View message (content)	
13.35.6	Determine why message is quarantined	
13.35.7	View quarantine mail from GUI	
13.36	Solution Should be Software based solution and support following Operating Systems Windows, Sun Solaris, RHEL,SUSE LINUX,HP-UX, IBM AIX etc	

Functional and Technical Bid Form

	Feature	Requirement	Bidder's Response
1. Primary Objectives of the Mail Messaging System			
1.1	Whether Architecture Proposed is Centralized?	Indicate	
1.2	Whether the solution proposed is "high performing?"	Justify	
1.3	Whether the solution proposed is "highly available?"	Justify	
1.4	Whether the solution proposed is "Scalable?"	Justify	
1.5	Whether the solution proposed is having redundancies	Describe	
1.6	Whether the solution proposed has "no single point of failure?"	Give your assessment	
1.7	Whether the solution proposed has a "Good Response Time"	Indicate the response times	
1.8	Comment on the Bandwidth utilization by the proposed solution per user & Any optimization tools are available.	Indicate the band width required & tools for optimization	
1.9	Whether easier back up and retrieval mechanisms are built in to the solution proposed?	Comment	
1.10	BCP features	Describe	
1.11	Whether the proposed solution is all set for DR Replication should the Bank decide to implement	Describe	
1.12	Whether the bidder is willing to provide Annual Maintenance Contract after the expiry of Warranty	Mandatory	
1.13	Information Security Best practices to be followed.	Mandatory	
2. Components of the Messaging Solution Required			
2.1	Mail Transfer Agent (MTA)	Mandatory	
2.2	Message Store System (MSS)	Mandatory	
2.3	Secured Web-mail Service	Mandatory	
2.4	Authorization/Directory Service	Mandatory	
2.5	Global Filtering and Content Scanning	Mandatory	
2.6	Anti-Relay, Anti-SPAM & Anti Virus Service	Mandatory	
2.7	Mobile, Instant Messaging/Chat and Unified Messaging	Mandatory	
2.8	Backup solution	Mandatory	
2.9	Support for Indian Languages	Desired	
2.10	Authentication/Encryption enabled	Mandatory	
2.11	Support for use of Digital Certification	Mandatory	
2.12	Support for Multiple Domains	Mandatory	
2.13	Support for SMTP relay services through Multiple Service	Mandatory	

	Providers/ Gateways		
2.14	Support for Public/Private Folders, Personal/Global Address Books	Mandatory	
2.15	Archival and Journaling	Mandatory	
2.16	Querying and Report Mechanism	Mandatory	
2.17	Inactive Time Out	Mandatory	
2.18	Whether Facility Management and Help Desk offered?	Mandatory	

3. Protocols Supported

	Feature	Requirement	Bidder's Response
3.1	Specify the standards/ protocols supported/used between different components/modules in the total solution	The Solution should support IMAP, POP, SMTP and ESMTP.	

4. Interoperability

4.1	Support for different clients across the bank	Desired	
4.2	Comment on the interoperability of the solution proposed across applications/platforms.	Desired	

5. Bandwidth and Other Details

5.1	The bidder should indicate the type/band width for each type of connectivity in the present network architecture at each level. (In general, low end users work from Branches, high-end and medium users work at Zonal offices and Head office)	Indicate	
5.2	Is a detailed architecture diagram attached?	Mandatory	
5.3	Is a detailed mail flow diagram for the proposed mail messaging solution attached	Mandatory	

5.4	Exchange Infrastructure Design Documents to be submitted:
	a. Mail Messaging Solution Architecture:
	    i) Physical design
	    ii) Logical design
	Including Layers implementation as per OEM's implementation recommendation.
	b. SMTP Relay methodology including utilizing two service providers for the purpose.
	c. web access implementation
	d. Servers & their roles in comparison with OEMs recommendation
	e. High Availability, Redundancy,
		Indicate	

	Expandability
	f. D R Implementation Strategy
	g. Storage organization and utilization as per OEMs recommendations
	h. Antivirus, Antispam & security implementation methodology
	i. Backup, Recovery, Archival strategy
	j. Implementation and project plan up to the stage of Go-Live
	k. Data/ mail boxes migration strategy from existing Mail Solution
	l. Any other as per the design suggested.

6. List of Hardware Proposed to be Supplied by the Bidder (Please cover all the equipment) – Detail specification of all the Hardware to be enclosed.

Important : All the Hardware quoted by the bidder should be of same make

S. No.	Type of Hardware (eg. Server /SAN Switch/SAN Storage/ Rack with Foldable TFT Monitor, keyboard and mouse/KVM Switch/Tape Library etc.)	Make and Model	Quantity	Proposed Use
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

7. List of Software Proposed to be Supplied by the Bidder along with Patches

S. No.	Software	Vendor	Version	No. of Licenses Required
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

8. Sizing Details			
	Feature	**Requirement**	**Bidder's Response**
8.1	Number of Users Supported by the solution given by the Bidder	Minimum is as given in Bid. **(Work Sheet on sizing Hardware for each of the service shall be enclosed).**	45
8.2	Scalability	Indicate the details of scalability supported by your design	
8.3	Upgradability	Indicate the details of upgradability supported by your design	

9. Performance and Uptime			
	Feature	**Requirement**	**Bidder's Response**
9.1	Does the Bidder recommend a separate Load Balancer (if a native solution is not available)? If yes, cost of load balancer to be included in Commercial Bid Form	Indicate whether a separate load balancer is proposed. The software /hardware for load balancer proposed should be mentioned in the relevant table along with the details of configuration, software and no of licenses required	
9.2	Mention the components of mail messaging solution, which can be available through high-availability mode.	Mention	
9.3	Uptime guaranteed by the proposed Mail Messaging Solution	Should Provide at least 99% monthly for Mail Solution	
9.4	All the messaging services in the total mail Messaging solution should have a single source of authentication and authorization.	Mandatory	
9.5	Clustering of Servers	Mandatory	
9.6	The Servers proposed have to provide for (a) clustering in Active-Active or Active-Passive mode (b) Fail Over (c) High Availability (d) Expandability of CPU/ RAM/ HDD (e) Implementation of DR, if required by the Bank.	Mandatory	

9.7	Shall Support for Active-Active application level automatic fail-over for high availability.	In case of fail-over of services, the performance and functionality of Mail Messaging solution should remain same as of previous state and transparent to the end user.	
9.8	The proposed Operating System shall support for 32 and 64bit applications and architecture for client side and 64bit applications and architecture for server side.	Mandatory	
9.9	The proposed Operating system shall support for stack overflow protection	Mandatory	
9.10	The proposed Operating System has to support both hardware and software level clustering and clustered file system.	Mandatory	
9.11	The Operating system has to provide/ support implement Multi level security features.	Specify	
9.12	Performance Parameters	Hardware & Software should support for a Minimum Requirement of Mail Messaging System per mail box: Received: 100 Sent: 50 No of Concurrent Connections through all client access methods: 7500.	
9.13	Response Time	Indicate for each User access, operation	

10. Equipment for Directory Services			
	Feature	**Requirement**	**Bidder's Response**
10.1	Details of Directory Service Proposed	Specify	
10.2	Make and Model	Specify	
10.3	Processor	Specify	
10.4	Processor Cache	Specify	
10.5	Processor Expandability	Specify	
10.6	Chipset	Specify	
10.7	Standard Memory	Specify	
10.8	Memory Expandability	Specify	

10.9	Disk Controller	Specify	
10.10	RAID Controller	Specify	
10.11	Hard Disk Drive Capacity	Specify	
10.12	Hard Disk Drive Expandability	Specify	
10.13	Maximum Internal Storage	Specify	
10.14	Dual Network Interface	Specify	
10.15	HBA (Host Bus Adapter)	Specify	
10.16	PCI Slots	Specify	
10.17	Interfaces	Specify	
10.18	Optical Drive	Specify	
10.19	Pre-Failure Notification	Pre-failure Warranty Covering Processors, memory and Hard Drives required	
10.20	Manageability Features	Specify the features such as Automatic Server Recovery, Dedicated Remote Management Port etc	
10.21	Software Requirements	Specify	
10.22	Industry Standard Compliance	Specify	
10.23	Security Features	Specify all the features such as Power on Password, Diskette Drive Control, Diskette boot control, Serial Interface Control, Disk Configuration Lock etc.	
10.24	Diagnostic Features	Specify	
10.25	Backup Device	Specify	
10.26	Any other Feature	Specify	

11. Proposed Servers & their configurations (Please, give information in separate tables for each type of server proposed)			
	Feature	**Requirement**	**Bidder's Response**
11.1	Proposed usage of the Server	Specify	
11.2	Make and Model	Specify	
11.3	Processor	Specify	
11.4	Processor Cache	Specify	
11.5	Processor Expandability	Specify	
11.6	Chipset	Specify	
11.7	Standard Memory	Specify	
11.8	Memory Expandability	Specify	
11.9	Raid Controllers	Specify	
11.10	Hard Disk Drive Capacity	Specify	
11.11	Maximum Internal Storage	Specify	
11.12	Dual Network Interface	Specify	
11.13	HBA (Host Bus Adapter)	Specify	
11.14	PCI Slots	Specify	

11.15	Interfaces	Specify	
11.16	The Server has to support Pre-Failure Notification	Pre-failure warranty covering Processors, memory and SCSI Hard Drives required	
11.17	Manageability & Diagnostic Features	Specify the features such as Automatic Server Recovery, Dedicated Remote Management Port etc	
11.18	Industry Standard Compliance	Specify	
11.19	Security Features	Specify all the features such as Power on Password, Diskette Drive Control, Diskette boot control, Serial Interface Control, Disk Configuration Lock etc.	
11.20	Volume of Mail Traffic that can be handled per day/ month	Specify	
11.21	No. of Web Concurrent Sessions supported	Specify	
11.22	Thick/Desktop mail client Concurrent connections supported	Specify	
11.23	Software Requirements	Specify	
10.24	Backup Devices	Specify	
11.25	ANY OTHER DETAILS	SPECIFY	

12. SAN Storage specifications			
	Feature	**Requirement**	**Bidder's Response**
12.1	The Bidder should define and clearly provide the SAN storage and Back Up storage space requirements considering the mailbox sizing and other data storage specifications for the mail messaging solution	Give the general description of the Storage System proposed; **(Raw Disk space available should be minimum 40 TB)**	
12.2	Make and Model		
12.3	Storage Controller	Specify	
12.4	Redundancy	Specify	
12.5	Cache Memory	Specify	
12.6	Disk Configuration	Specify	
12.7	Capacity	Specify	
12.8	RAID Configurations	Basic Requirement : Should support RAID 0,1,5	
12.9	Scalability	Specify	
12.10	Performance	Specify	
12.11	Host Side Connectivity with HBAs	Specify	
12.12	FC Cables	Specify	

12.13	Diagnostic Features	Specify	
12.14	Others	Specify	
12.15	Shall support for usage of Snapshots/Flashcopy	Specify with details	
12.16	Shall support for usage of SAN Switches	Specify with details	
12.17	Performance:	Specify the performance parameters in terms iops; The **claim of the bidder in terms of performance shall be proved after implementation**	
12.18	Shall provide for Expandability of disk space, Clustering, High Availability and support Hot Replacement Feature	Specify	

13. SAN switch specifications

	Feature	Requirement	Bidder's Response
13.1	Make and Model	Specify	
13.2	Number of ports	Specify	
13.3	Speed of ports	Specify	
13.4	No. of ports populated	Specify	
13.5	No. of ports Activated	Specify	
13.6	Redundancy in terms of switch, power supply, cooling fans,	Specify	
13.7	Rack Mountable (Y/N)	Specify	
13.8	Auto Sensing of ports	Basic Requirement : Should support RAID 0,1,5	
13.9	Scalability	Specify	
13.10	Performance	Specify	
13.11	Host Side Connectivity with HBAs	Specify	
13.12	FC Cables	Specify	
13.13	Diagnostic Features	Specify	
13.14	Others	Specify	
13.15	Support for heterogeneous hosts and operating systems	Specify	
13.16	Support for the offered SAN Storage and offered Tape Library	Specify	
13.17	Performance:	Specify the performance parameters in terms iops; The **claim of the bidder in terms of performance shall be proved after implementation**	
13.18	Shall provide High Availability and support	Specify	

	for hot Replacement Feature		

14. RACK, KVM Switch and TFT Foldable Monitor specifications

	Feature	Requirement	Bidder's Response
14.1	Make and Model	Specify	
14.2	Should be 42 U	Specify	
14.3	Should accommodate all the Rack mountable hardware supplied	Specify	
14.4	Should provide required number of rails, Rack plate and rail conversion kit.	Specify	
14.5	Should provide sufficient number of power distribution limit.	Specify	
14.6	Front and Rear Door to be perforated. Rear Door should be of split type.	Specify	
14.7	1U slim rack mountable and Foldable TFT monitor, keyboard and touch pad with necessary cables to connect to monitor and KVM	Specify	
14.8	KVM Switch to be provided should have sufficient number of ports for connecting offered number of servers, monitor with cables to be provided. KVM switch should be IP based.	Specify	

15. External Backup Software Solution

	Feature	Requirement	Bidder's Response
15.1	External Backup system proposed shall provide for speed backup.	Give specifications of all the components of external backup system proposed (make, model, configuration, backup speed, bench mark details with the proposed server/ storage, if any, etc.)	

16. Automated Tape Library Unit

	Feature	Requirement	Bidder's Response

16.1	Specify the Automated Tape Library configuration details	Give specifications of all the components of Automated TLU system proposed (make, model, configuration backup speed, number of drives, bench mark details with the proposed server/ storage, if any, etc.).**Drive proposed in TLU should be minimum LTO4.** Please note that Redundancy for automated Tape Library Unit is **NOT** required.	51

17. Any Other Equipment Proposed by the Bidder and not Covered Above (to make the solution fully functional as per the architecture proposed by the bidder):

	Feature	Requirement	Bidder's Response
17.1			
17.2			
17.3			
17.4			
17.5			

18. SECURITY FEATURES			
	Feature	Requirement	Bidder's Response
18.1	The proposed solution shall provide a secure means of accessing the mails from LAN/ WAN/ as well as the Dialup/Mobile/ Internet with respect to the security standards.	Specify	
18.2	The proposed solution shall have built-in (native to the system) Anti-Relay & Anti-SPAM ,Anti-Virus solution	Optional	
18.3	Whether the bidder proposes a third party Anti-relay, Anti-SPAM, Anti-Virus solution for total mail messaging solution provided in addition to a Native Anti-SPAM solution? If so, Please, specify the same. (Please, provide the cost of hardware, software, license fee etc., separately in the Commercial Bid)	Mandatory	
18.4	The Mail Messaging Solution should use multiple layers of defenses against	Mandatory; It should prevent any unauthorized usage and should facilitate	

	intruders and Denial of Service attacks (DoS).	features included, but not limited to authentication before relaying, TLS/SSL, and HTTPS.	
18.5	Whether the Operating system proposed has Multi level of security.	Mandatory	52
18.6	Shall comply with guidelines of CERT-IN	Mandatory	
18.7	Shall comply with security policy of the Bank	Mandatory	
19. Other Features (Please, list out)			
S. NO			
1			
2			
3			
4			

19. End-to-End Facility Management			
	Feature	**Requirement**	**Bidder's Response**
19.1	The bidder shall provide end-to-end Facility Management as specified in the relevant sections.	Facility Management is Mandatory	
19.2	Infrastructural Requirements for Facility Management	Please, list out	
19.3	Indicate Facility Management Window	8 hours Mandatory except sunday; Indicate agreement & Man power that will be deployed for the same	
19.4	Maintenance and Management of hardware of all components of the Mail Messaging Solution supplied by the bidder & bidder co-ordination/ management in respect of hardware supplied by other vendors.	Mandatory	
19.5	Management and Maintenance of all Software components (software of mail servers, security devices, storage devices, backup devices etc) whether supplied by the bidder or the Bank for the purpose of end-to-end Mail Messaging Solution including Patch management, Version	Mandatory	

	Upgrade of O/s and applications, OS Hardening etc		
19.6	Management and Maintenance of Domain Controllers if deployed & others	Mandatory	
19.7	Provide for all other services required by Bank for maintaining services & compliance to the CERT-IN & as per bank's internal security guidelines, statutory & Government requirements.	Mandatory	
19.8	No of dedicated Resource Persons Proposed	Indicate	
19.9	Certification and experience proposed of Resource Persons	Indicate	
19.10	SLA Terms	Provide Terms & Conditions along with inclusions & exclusions of agreement. Shall specify the uptime assured and penalty leviable in case of default. Minimum of 99% uptime monthly for entire Mail Messaging solution	
19.11	Contract Period	Minimum 5 years	

20. Training			
	Feature	**Requirement**	**Bidder's Response**
20.1	Training Schedule	Indicate no of days and total number of hours	
20.2	No of Bank persons to be trained	Minimum of 15 persons	
20.3	Content	Indicate broad areas of proposed training	
20.4	Whether training is provided at Chennai	Indicate willingness	
20.5	Training material	To be prepared and given by the bidder – Indicate willingness	
20.6	Equipment required for training	To be brought in by the bidder – Indicate willingness	

21. Delivery Schedule		
Sl. No.	Item	No. Weeks from the Date of Purchase Order
1	Total Time required for roll out of solution proposed end-to-end up to LIVE.	

2	Delivery of all Hardware and software	
3	Installation and commissioning of Domain Controllers if deployed	
4	Installation of all hardware and software, establishing new messaging architecture including implementation of security architecture	
5	Migration of Data ie, address book, mail boxes etc.,	
6	Training	
7	Commencement of Facility Management (FM shall commence only after the bidder certifies and the Bank signs off the roll out of the solution on LIVE.	

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Indian Bank

Compliance to eligibility criteria

Item	Complied/ Not Complied
1. The Bidder who can supply all the software, hardware, equipments/components as per the architecture proposed and provide Facility Management services as per the Bank's requirements The Bidder Shall be solely responsible for all the deliverables & implementation of the solution as per the architecture agreed and approved by the Bank and maintenance during the tenure of the contract as per the Banks requirement under this Bid.	
2. The bidder should be a limited company and should be in existence in India for a minimum of Five years (proof to be submitted)	
3. The Bidder should be the authorised partner of company whose MMS Solution and authorised partner of the company whose Hardware for the proposed MMS Solution is quoted in this Bid (Proof to be submitted).Consortium of Bidders is not eligible.	
4. The Bidder should be earning net profit for the last three years (Proof to be submitted).	
5. The Bidder must have minimum average annual turnover of Rs.30.00 crores during last three financial years (Proof to be submitted).	
6. The Bidder should have directly implemented the MMS solution in India for a minimum of 5000 users with the MMS software offered in single organization for enterprise use and should be presently in use in response to this bid. Bidder should submit documents in support of this compliance.	
7. Letter mentioning satisfactory completion of the MMS project and latest satisfactory post-implementation support should be submitted from the Organization specified in item (6) above signed by an authorised officer of the Organization.	
8. Letter mentioning satisfactory completion of MMS project and latest satisfactory post-implementation support should be submitted from one more Organization apart from the organization specified in item (6) above signed by an authorised officer of the Organization.	
9. The software should be customised to have the capability to interface and integrate with Bank's existing CBS application software, SAP-HRM, Payroll, CRM and other applications as per the requirement of the bank.	
10. The Bidder has to submit a letter signed by authorised personnel of the company whose Software and Hardware is quoted in response to this bid stating that in case the bidder is not able to implement the solution including the hardware to the satisfaction of the bank as per the functional and technical specification of the bid then OEM will be responsible to implement and maintain the solution till the time specified in this bid at no extra cost to the bank.	
11. The bidder should be a at least CMM Level 3 Certified company.	
12. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could participate in the tender but not	

both.	

List of deviations from the required specifications:

1)   56

2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document except for the deviations mentioned above.

We agree for the delivery period of software, hardware and installation as per your above bid.

We agree to the terms of payment mentioned in your bid.

We offer a warranty period of 36 months for all the hardware and software from the date of installation/satisfactory commissioning for all hardware and software offered as a part of the solution submitted in this Bid.

We agree for insuring the systems covering transit risk and also storage cum erection risk for a period of three months from the date of delivery at the destination.

We submit that we shall abide by your Standard terms and conditions governing the quotations and Warranty mentioned in your bid.

We submit that the details given above are true to the best of our knowledge.

                                        For

Office Seal   (Authorised Signatory)

Place: Name:
Date: Designation:
                                        Mobile No:
                                        Business Address:
                                        Telephone No:
                                        (at Chennai)
                                        E-mail ID :

Annexure 5 - BID SECURITY FORM

To
Indian Bank
Head Office
66, Rajaji Salai, Chennai - 600001

Whereas ....*(hereinafter called "the Bidder")* has submitted its bid dated .... *(date of submission of bid)* for the supply of Software solution, hardware and providing facility management for Mail Messaging Solution (hereinafter called "the Bid"), we .... *(name of bank)*, having our registered office at .... *(address of bank)* (hereinafter called "the Bank"), are bound unto Indian Bank (hereinafter called "the Purchaser") in the sum of Rs.10,00,000/- (Rupees Ten lakhs only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents.

THE CONDITIONS of this obligation are:
1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
    (a) fails or refuses to execute the Contract Form within specified time of 15 days; or
    (b) fails or refuses to furnish the performance security within 10 days of signing the contract.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding anything contained herein:

1. Our liability under this bid security shall not exceed Rs. 10,00,000/-
2. This Bank guarantee will be valid upto ……….(date);
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before ……… (date).

In witness whereof the Bank, through the authorised officer has set its hand and stamp on this……….day of ……….at ………….

      ....

(Signature of the Bank)

NOTE :
1. Bidder should ensure that the seal and CODE No. of the authorised signatory is put by the bankers, before submission of the bank guarantee.
2. Bank guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of appropriate value
3. Bid security should be INR only
4. Presence of restrictive clauses in the Bid Security Form such as suit filed clause/ requiring the Purchaser to initiate action to enforce the claim etc., will render the Bid non- responsive.

Annexure 6 - PERFORMANCE SECURITY FORM

Bank Guarantee No.   Date   :

To :

INDIAN BANK,
 Chennai,
 INDIA   :

WHEREAS .... (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Contract No................. dated,........... 201... to supply....................... ....(Description of Goods and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognised bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of .... (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of .... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ....day of...................201......

Signature and Seal of Guarantors

....
Date..201.....
Address:...
....

NOTE:

1. Suppliers should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantes.

2. Bank guarantees issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value

(The above format is illustrative only and may be suitably modified later by the Bank)

Annexure 7 - OEM / DEVELOPER'S AUTHORIZATION FORM

No. _____ Dated

To

 INDIAN BANK

HEAD OFFICE,

CHENNAI.

Dear Sir:

IFB No. _____

We _____ who are established and reputable developers of _____ *(name & descriptions of* products *offered)* having production facilities at _____ (*address of production unit)* do hereby authorize M/s _____ *(Name and address of Agent)* to submit a bid, and subsequently negotiate and sign the contract with you against the IFB No:_____(*reference of the Invitation to Bid*)for the products developed by us

We hereby extend our full guarantee and warranty as per Warranty clause of the Conditions of Contract for the products and services offered for supply by the above firm against this IFB and duly authorise said firm to act on our behalf in fulfilling all installation, technical support and maintenance obligations required by the Contract.

In case the bidder is not able to implement the solution to the satisfaction of the bank as per the functional and technical specification of the bid then we will be responsible to implement and maintain the solution till the time specified in this bid at no extra cost to the bank

Yours faithfully,

(Signature)

(Name of the authorized signatory)

Note: This letter of authority should be on the letterhead of the developer and should be signed by a person competent and having the power of attorney to bind the developer, it should be included by the Bidder in its bid. The above wordings of the letter should not be changed by bidder at any cost.

इंडियन बैंक Indian Bank

Annexure 7a - MANUFACTURERS' AUTHORIZATION FORM

No.   Dated

To

Dear Sir:

           Quote Document dated   _____

     We   who are established and reputable manufacturers of _____ (name & descriptions of goods offered) having factories at   (address of factory) do hereby authorize M/s _____ (Name and address of Agent) to submit a Quote, and sign the contract with you for the goods manufactured by us against the above RFQ.

     We hereby extend our full guarantee and warranty as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFQ. We duly authorise the said firm to act on our behalf in fulfilling all installation, technical support and maintenance obligations required by the Contract.

                                        Yours faithfully,

                                        (Name)
                                        (Name of Manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer.

THIS AGREEMENT made the ....day of................................, 2010 Between Indian Bank, having its Head Office at 66, Rajaji Salai, Chennai 600 001 (hereinafter "the Purchaser") of the one part and .... *(Name of Supplier)* having its Registered Office at *(City and Country of Supplier)* (hereinafter called "the Supplier") of the other part :

WHEREAS the Purchaser invited bids for certain Goods and ancillary services viz.,..................................... *(Brief Description of Goods and Services)* and has accepted a bid by the Supplier for the supply of those goods and services in the sum of .... *(Contract Price in Words and Figures)* (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

   (a) The Conditions of Contract;
   (b) The Schedule of Requirements;
   (c) The Purchaser's Notification of Award.
   (d) The Bid Form and the Price Schedule submitted by the Bidder;

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services, which shall be supplied/provided by the Supplier, are as under:

S.No.	Particulars	Amount in Rs.
1.		
2.		
TOTAL		

TOTAL VALUE: Rs.

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said .... (For Indian Bank)
in the presence of:.....................................

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Signed, Sealed and Delivered by the
said ....(For the Supplier)
in the presence of:.....................................

(The above format is illustrative only and may be suitably modified later by the Bank)

Annexure 9 - NON DISCLOSURE AGREEMENT

THIS AGREEMENT made and entered into at ……..on this the…..day of………2010 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Head Office at No.66, Rajaji Salai, Chennai, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns
AND
…………**Limited** a company registered under the Companies Act having its registered office at………………………………….. hereinafter called the "   " which term shall wherever the context so require includes its successors and assigns, **WITNESSETH**:

WHEREAS

The Bank is interalia engaged in the business of banking and in the course of such business activity have been providing the facility of Mail Messaging Solution System to its employees.

The Bank has developed/evolved the idea of implementation of Mail Messaging Solution Software

The …….. has been engaged in the business of developing software, manufacture, supply and installation of software/computer systems (alter/modify as per requirement).

The Bank has approached the…… for improving the idea of ….in the form of a software based on the idea of bank and supply of computer systems and installation of the specific software developed for Bank.

The parties intend to engage in discussions and negotiations concerning establishment of business relationship between them. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

NOW THERFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. **Confidential information**-
   Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records.

   Receiving party may use the information solely for and in connection with the Purpose.

2. **Use of Confidential Information** –
   Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the parties hereto.

   The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any material derived from the disclosing party to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to knowledge solely for the purpose authorized above. The Receiving Party may disclose confidential

information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the Original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3. Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

i. Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality.

ii. Is or becomes publicly known through no unauthorized act of the Receiving party.

iii. Is rightfully received from a third party without restriction and without breach of this agreement.

iv. Is independently developed by the Receiving party without use of the other party's Confidential information and is so documented.

v. Is disclosed without similar restrictions to a third party by the Party owning the confidential information.

vi. Is approved for release by written authorization of the disclosing party; or

vii. Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof

The obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are nor or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6. **Return of confidential information**:
Upon written demand of the disclosing party, the receiving party shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. **Remedies:-**
The receiving party acknowledges that if it fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

8. **Entire agreement-**
This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. **Severability**
If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. **Dispute resolution mechanism**:
In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

11. **Jurisdiction**
The parties to this agreement shall submit to the jurisdiction of courts in Chennai.

12. **Governing laws**
The provisions of this agreement shall be governed by the laws of India

In witness whereof the parties hereto have set their hands through their authorised signatories

BANK   **…………..**

(The above format is illustrative only and may be suitably modified later by the Bank)

Annexure 10 – Details of Existing Mail Messaging Solution

Platform: The Bank has established Mail Messaging Server solution on centralized architecture by deploying servers at Head Office with LINUX operating system and Mithi Connect as mail software. The clients are configured using Microsoft Outlook Express and Microsoft Outlook.

Routing of messages: The mail server at the Head office acts as storage of mail boxes of all users and gateway for distribution of mails between the users under various offices, branches of the bank. Bank is utilizing Trend Micro IMSS Mail scanner as the gateway for all mails from/to the outside world (i.e. SMTP relay services & broadcasting services). All message traffic is routed through Firewall configured with policies as per the banks security policy and requirements.

Network: The existing messaging solution is operating on the Bank's wide area network established on leased lines with ISDN Backup, GPRS and VSATs. The Bank's wide area network is modeled on three layer architecture comprising of the Data Centre, the Zonal offices and the branches. The Bank has 2 Mbps leased lines between the Data Centre, Chennai and all Bank's Zonal Office with a redundant link. The branches are connected to the respective Zonal offices by a 64 Kbps leased line with ISDN backup. At present GPRS network is being operated for the ATM transactions and in some branches as backup. The VSAT network is being used for ATM Transactions and in some of the branches.

Annexure 11 - Deliverables from the successful bidder

The bidder shall:

i) Design the Mail Messaging solution based on centralised architecture duly taking care of and complying with the requirements of the bank specified else where in the document for working under LAN/WAN of the Bank including implementation of LDAP based Directory services at primary site and DR implementation, if required by the Bank in future. Also, submit document on the architectural diagram, implementation plan, responsibilities of the bidder & the Bank etc., **as a separate document with the technical bid** for the solution proposed.

ii) Assess the requirement of Hardware for the implementation of the solution proposed for 20000 users, Size the hardware to suit the requirements of 20000 users and the Operating System, number of mail boxes, their size depending on type of user, archival, high availability, redundancy, scalability, response time requirement, backup, implementing operating system security under centralized architecture. The hardware should be provided to take care of 20000 users in the beginning itself for operating all the software proposed as a part of the solution including Antispam, Antivirus Gateway etc.

iii) The Bidder has to provide 2 additional servers for running existing checkpoint firewalls. The configuration of these servers should be same as that of Antivirus and Antispam server.

iv) Supply, installation, configuration, commissioning of the hardware as per the design proposed by bidder and load, harden & configure Server software, load, harden & configure Mail messaging software, load, harden & configure Database as per the requirements and architecture submitted & approved by the bank.

v) Installation, configuring all the components of Mail Messaging Software as per the requirements of security, content filtering, message blocking, user blocking.

vi) Implement the server, operating system, application software security as per the banks security policy duly taking up Hardening of System Software, Databases as per Application & Banks Security requirements

vii) Configuring & implementing the Domain Controllers, DNS services as per the requirement of the solution architecture proposed.

viii) Configuring & implementing the SMTP relay services for routing the incoming and outgoing mails from the outside world i.e. Internet, Members of the INFINET (IDRBT Net) either through IDRBT Gateway or through any other Gateway specified by the Bank or through both the gateways. Also, the solution shall be configured in such a way that Web Broadcasting services can be implemented in future, if bank requires at a later date.

ix) Co-ordination with the other vendors for configuring the routers, firewalls, switches as per the security policy & mail messaging solution implementation.

x) Parameters creation, Creation & configuration of mail boxes with its attributes as per the requirements.

xi) Configuring LDAP based Directory Service as per the solution offered and also shall be capable of integrating the same with the uniform LDAP based directory services solution, if implemented by the Bank in the Core Banking Solution.

xii) Loading & configuring Anti-spam, Anti-virus software as per the banks requirements.

xiii) Configuring all types of filtering, load balancing (if required), web access, mobile access, dialup access (if required) etc. as per the banks requirement.

xiv) Testing the implementation of end-to-end solution vis-à-vis the solution proposed.

xv) Transfer of user mail boxes, mail data from the existing mail server stage wise as per the requirement of the Bank duly implementing the archival solution.

xvi) Implementation of proper backup and retrieval process

xvii) Customization and creating interfaces with other external application like CBS, Payroll, SAP-HRM, CRM for sending and receiving data as per the requirement of bank.

xviii) Any other work required for implementing/ maintaining end-to-end mail messaging solution implemented as per the Bank's requirement on continuing basis.

xix) Testing & assisting bank in the acceptance of the mail messaging solution implemented as per the project plan.

xx) Assisting Bank in going LIVE.

xxi) Assisting the Bank for establishing the DR for the mail solution implemented, if required in future, and in implementing BCP for the solution offered.

xxii) Providing Facility Management for the mail messaging solution implemented as per the banks requirements.

xxiii) Uploading mail user master data automatically by taking data from other system without the need of manual intervention by providing API.

xxiv) The Bidder has to provide all the necessary licenses and install the required Mail Messaging Software solution at all identified Branches, Zonal offices and Training Centers across India and overseas.

xxv) User & Quick reference manuals. All copies should be delivered in hard & soft media.

xxvi) Training to staff/officers, other related operational people at branches/offices. The number of staff/officers to be trained will be minimum 15. The Course content and programme schedule will be mutually decided by the Bank and the Bidder.

xxvii) Interface with various data providers both internal and external as mentioned in BID.

Annexure 12 – Tentative Architecture as per Banks Requirement

The proposed mail solution by the bidder shall provide and configure hardware for clustering of mail servers with SAN storage, SAN Switches and external backup Tape Library. The entire set up will have to be commissioned at the **Chennai.** The salient features of the proposed mail messaging architecture shall include:

- ✓ Centralized architecture (at Chennai) catering to the needs of users located at branches/ offices all over India and overseas.
- ✓ Clustering of Servers for high availability, scalability, redundancy, auto/ manual fail over (as per requirement of the bank), load balancing
- ✓ External SAN Storage with FC Disk Drives in RAID5, Management features for logical binding & partitioning, high availability, scalability, redundancy,
- ✓ External backup Tape Library,
- ✓ High speed connectivity with servers and SAN Storage through redundant SAN Switches.
- ✓ High performance
- ✓ High availability
- ✓ Scalability
- ✓ Redundancies
- ✓ No single point of failure
- ✓ Should be able to support multiple Domains
- ✓ Good response time
- ✓ Optimum bandwidth usage between the locations of mail messaging solution and Branches, Offices
- ✓ Providing for efficient backup and retrieval mechanism
- ✓ Ability to provide facility mentioned in the functional and Technical Specification (Annexure 4) to all the users through all possible modes of communication i.e., over the Internet/Intranet using LAN/WAN, dialup connections and mobile devices (i.e. Web access. Mobile access, dialup access by complying to security requirements as per Bank's requirements)

The important features to be implemented in the mail messaging solution by the bidder are:

- Layered approach as per standards suggested by OEM and to be vetted by OEM and is to be provided taking into account above points
- Mail Transfer
- Message Store System
- Secured Web Mail Service
- DNS Configuration
- SMTP Relay service for routing external mails in/out from internet from one/two service providers at the same time
- Shall be able to configure Web Broadcasting services at a later date, if required by Bank
- Authorization/Directory Service if required for MMS Solution and shall be able to integrate with LDAP based Directory services installed & configured by Bank for single-sign on (authorization, authentication, accounting) at a later date
- Global Filtering and content scanning with filtering
- Anti-relay, Anti-spam and Anti-virus Service
- Mobile and Unified Messaging
- Backup solution
- Support for Indian Languages
- Authenticated/encrypted messages using digital certificates
- Support for multiple domains
- Public/Private Folders, Personal/Global Address Book
- Archival
- Querying and reporting mechanism
- Inactive time out
- Client configuration with Microsoft outlook express, outlook or any other clients

- Shall be able to support Intelligent/ Thin Client terminals as clients
- Shall be able to replicate the data on Disaster Recovery Solution system and shall be able to set up DRS System as & when required by the Bank
- Any other security requirement implementation as a part of mail messaging solution recommended by Bank's security consultant
- Facility Management resource and who also has to act as Centralized Help Desk for total mail messaging solution
- Providing one time training to the Technical Support Team of the Bank on the implementation of Mail Messaging Solution
- Providing all documentation on the architecture with diagrams, Hardware & Software implementation methodology, Security, Backup & Restore systems, archival methodology etc.

The successful bidder shall depute sufficient number of certified personnel with adequate experience for smooth rollout of the entire solution within the delivery schedule.

Bidders shall make note of the following points also:

The Bank already has 3662 numbers of Windows 2008 Server CALS and 2797 outlook client license. **A List of MS Products Required if any for implementation of the proposed solution shall be provided in the technical document.** Cost of Microsoft licenses which the bank had already procured will not be taken into account for arriving at 'the total cost of solution for 5 years'.

The bidder has to supply, install, configure and commission all the hardware required for the solution **centrally at one location**, *viz.*, Chennai. The Bank has already implemented Core Banking Solution, as part of which a total Domain Controller solution would be implemented by the bank.   However, as it might take some more time, the bidder of Mail Messaging Solution shall implement the Domain Controllers taking the entire bank as a single domain for simplicity. As and when the total domain solution is implemented by the bank, the bidder of Mail Messaging Solution should be able to smoothly integrate into that domain structure.

Though the Bank, at the moment, may not implement such advanced features as storing of voice mail, and fax messages and retrieving the same from telephone or computer, Synchronization of data between mobile devices and the exchange server etc, the bidder shall, as a facility manager, be able to implement these features as and when the bank requires the same under the facility management quoted under this bid.   However, the hardware components, if any required additionally, for implementation of such features will be procured separately by the Bank. In other words, facility management offered as part of this bid shall cover implementation of all the existing and future features or its future versions, end-to-end.

The architecture proposed shall be suitable for replication of data at the Bank's Disaster Recovery Site in Hyderabad as and when the Bank decides for setting up of DRS for the mail messaging solution. However, no hardware for DR site need be quoted now. The bidder, as facility manager for total mail messaging solution, shall be able to integrate mail messaging solution implemented at Data Centre with the DR Site, replicate data at the DR Site, making up the DR as and when required. However, the man power cost for supporting DR at the time of making up will be considered as per Man Power Rate agreed upon under this RFP or the facility management agreement.

Specifications for designing & configuring the mail messaging solution:

A) Indicative mail requirement for Sizing the servers and storage:
The proposed solution shall be capable of
- Catering to 10000 users on day one
- Should be scalable and up-gradable up to 20,000 users
Indicative Profile of users:

- High-end users constitute about 10 % of total users
- Medium users constitute about 20 % of total users
- High-end Users receive 100 mails per day and send 25 mails per day
- Medium users receive 40 mails per day and send 40 mails per day
- Other users receive 20 mails per day and send 20 mails per day
- High-end and medium users are generally in administrative offices (indicated for bandwidth consumption calculation)

Mail Box size and attachment size restrictions are given below:

Parameter	Type of Users	No of users in % terms	Restriction
Mail Box Size	Restricted Users	90% of Total Users	0.8 GB
	Unrestricted Users	10 % of Total Users	3 GB
Attachment Size	Restricted Users	100 % of Restricted Users i.e., 90% of Total Users	5 MB
	Unrestricted Users	90 % of Unrestricted Users, i.e., 9% of total users	10 MB
		10 % of Unrestricted Users, i.e., 1 % of Total Users	50 MB

B) Indicative Architecture for mail messaging solution:

The architecture proposed shall broadly comply with the schematic diagram given below (Security Devices not included in the diagram). While the diagram indicates the recommended architecture, the bidder has to quantify each component required for the sake of availability, scalability, redundancy etc. and size each component.

The mail traffic will flow from all the offices (Branches/Zonal Offices/Head Office etc) to the central location and subsequently they will be rerouted to inside as well as outside domains. The mail server and authentication servers will be placed in the secured MZ zone and front end servers will be placed in DMZ zone for providing enhanced security.
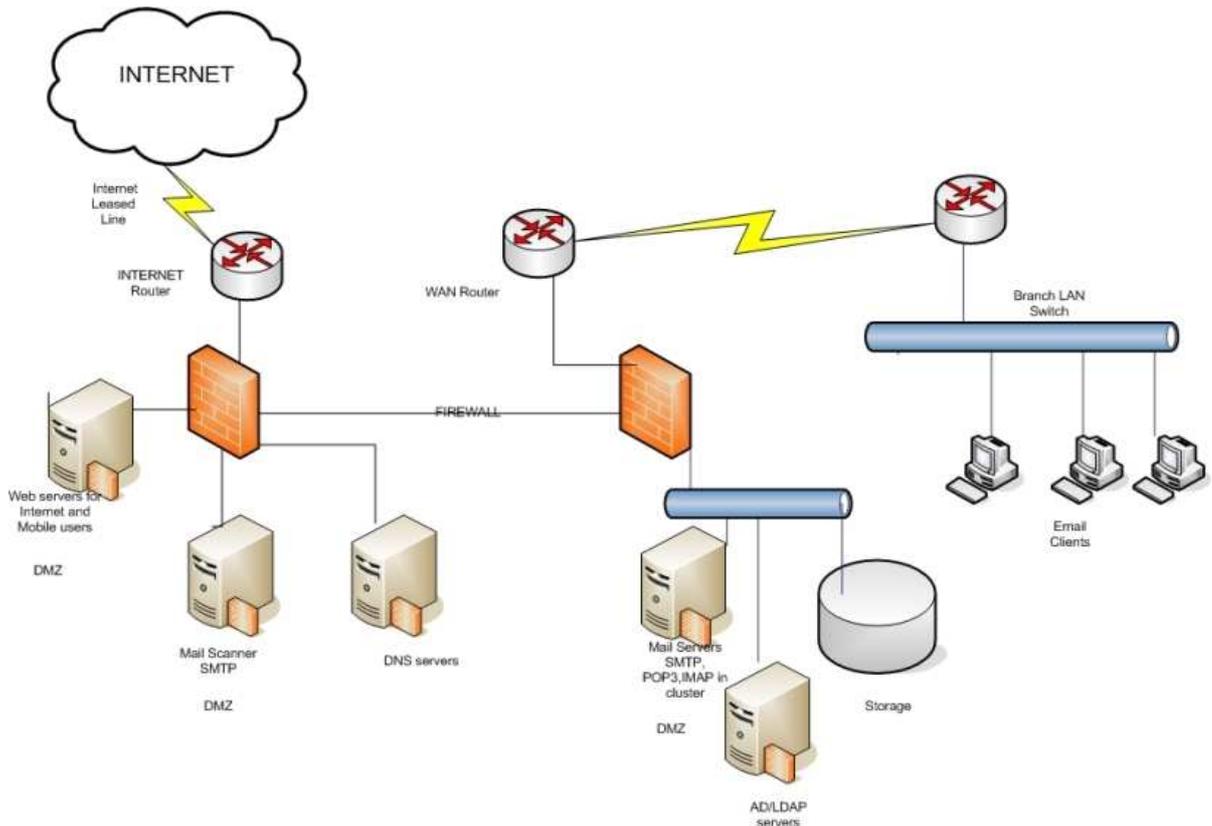
C) Band Width utilization and Response Times:

The solution should be designed in such a way that it should use minimum bandwidth per user at each of the location and the same has to be mentioned. The assured response time shall also be mentioned.

Note1:

The architecture diagram attached herewith is only indicative and the bidders are required to give a schematic diagram of the architecture proposed by them as part of the bid documents to be submitted.

Note2:

High performance, high availability, scalability, redundancies, no single point of failure, high response time, optimum bandwidth usage and easier backup and retrieval mechanism should be the guiding principles in selection of configuration of each component.

Annexure 13 - Facility Management

The broad requirements as follows:

- The bidder needs to provide and **end-to-end Facility Management** of total Mail Messaging Solution system to ensure smooth mail flow between users and also from the Internet to the end-user or vice-versa. The facility Management shall be provided for a minimum period of 5 years from the date of acceptance of the solution.
- Facility Management needs to be provided at one location *viz*., at Chennai
- The Facility Management provided by the bidder will be for 8 hours on a 6 day basis from 9.30 to 18:30 excluding Sundays.
- The scope of Facility Management for mail messaging solution will cover
  - Maintenance of hardware of all units such as the Mail Messaging and other Servers, Security, Backup and Storage Systems etc supplied by the bidder. Third party Vendor Maintenance for maintaining, trouble shooting the equipments, operating system, Database, Hardening of the Operating system, application etc.,
  - Configuring/ re-configuring end-to-end solution by securing all the hardware, system software, Databases, Application software configurations, when ever required as per the requirements of the Bank
  - Secure the configurations as per the architecture deployed, operating systems deployed, application software deployed etc on ongoing basis and provide them to the Bank.
  - Maintenance and trouble shooting of Software supplied by the bidder or by the Bank for running the total Mail Messaging System (end-to-end) including patch & vulnerability management as per banks requirement and version upgrades of Operating Systems & Application Software, Hardening of the operating system/application software & other software components installed for the solution, Implementation of security Policy, configuring storage and backup devices & backup policies etc as per the requirement of the bank.
  - Follow Change Management and configuration controls as per banks policy. Assessing impact of change on the security & implement after obtaining permission from bank
  - Maintenance trouble shooting of Domain Controllers if deployed by the bidder till integration of the same with the overall domain controlling system proposed to be set up by the bank
  - Providing telephonic support to the users at other locations for configuring, trouble shooting the problems reported by them.
  - Maintaining reports wrt SLA/ uptime guaranteed and submission of reports on Monthly basis as per requirement of the bank
  - Other Vendor management in respect of Hardware & Software procured by the bank if any for mail messaging solution
  - Day to day Management of mail messaging Servers and the related servers, storage, backup and security systems such as:
    - Management of mail boxes
    - Configuring, maintaining & monitoring of the message policies, Group policies, user security, message security policies etc duly updating as per the policies of the bank periodically
    - Configuring, maintaining & monitoring the anti-virus, anti-spam solutions duly updating them with latest version by co-ordination with the respective suppliers.
    - Coordinating with the bank officials for updating the mail messaging policies as per the requirements
    - Ensuring proper working of all the components of Mail Message Solution deployed by the bidder such as Mail transfer, Mail Storage, Authorization/Directory Services, Global Filtering, Mobile Access, and Web Access etc.

- Monitoring and trouble shooting of the mail message systems including the security, storage and backup systems
- Maintenance and management of email Routing, lists, redirection and address books
- Implementing Security, storage and backup policies related to mail traffic on an ongoing basis as per the policies of the bank
- Configuring & maintaining authentication and encryption services using authentication server, tokens, smart cards etc as per the requirement of the bank
- Taking backup of system software, Databases and backup of mail data as per the policies of the Bank
- Assisting the bank in implementing, monitoring, testing contingency plans, drills and recovery operations as per the policies of the bank and switching to DR setup when the original setup fails
- Assisting the bank in verification of Security implementation and implementing/ updating the same as per instructions of the bank. To run integrity checks daily, baseline secure configurations and maintain them as per the banks requirement
- Configuring, securing and analyzing the System Logs, audit logs etc and provide information on the system performance, review of the above logs to the bank. To undertake fine tuning of the system performance basing on the above reports, if required, with the permission of the bank
- Address the documentation requirements as per the banks requirement
- Configure/ reconfigure duly Deploying, managing anti virus, anti- spam, anti-phishing, anti-pharming. Configure spam, malicious content, configuring negative/positive list, domain filtering, blocking black listed domains & IP Addresses etc as per banks requirements.
- Pro-active coordination with the vendors of hardware and software systems related to mail messaging solution including security, storage and backup systems
- Coordinating with their backend logistic for hardware and/or technical support for early rectification and maintaining the uptime as per SLA
- Gathering and presentation of statistical data related to mail messaging traffic to the bank
- Running the 'Help Desk' for assisting the users of the Bank centrally at Chennai
- Co-ordination with any other Provider facilitating SMTP Broad Cast/ Relay Broad Cast.
- Providing the MIS reports Daily/ Monthly as per the requirement of the Bank from time to time.
- Any other matter related to the mail messaging solution as per the requirement of the bank.

Annexure 13a – Uptime, Training and Documentation

Uptime & Penalty clauses:

The Bank expects a minimum uptime of 99.0% monthly of the total Mail

Message Solution Any degradation from the agreed uptime shall invite

minimum penalty as per details given below:

- ❑ Less than 99% up to 98.5%   => 5% of the Facility Management Charges payable per month
- ❑ Less than 98.5% up to 97.5%   => 7.5% of the Facility Management Charges payable per month
- ❑ Less than 97.5% up to 95.5% => 10% of the Facility Management Charges payable per month

Training:

- • The bidder shall provide adequate training to the technical support team of the Bank for implementing and using the system.
- • The scope of the training shall include, but not limited to "Enforcing rules and Policies of Mail Messaging system" The number of persons to be trained shall be 15.
- • The training location shall be Training Centre of Bank at Chennai or any other location in Chennai agreeable to the Bank and Bidder.
- • The bidder shall provide training within 8 weeks from the date of implementation of the solution.
- • The bidder shall bring his own equipment for training.
- • The bidder shall supply all the training material.

Associated Documents to be provided

- ❑ System Manuals, Drivers & Utilities Manual, System Administration Manuals for all the Hardware and Operating Systems provided in the solution offered
- ❑ User Manuals for all the application software
- ❑ Installation Manuals for the end-to-end solution
- ❑ Operation Manuals for the end-to-end solution
- ❑ Parameters, Mater data, Implementation documents
- ❑ Help Documents for server, client operations
- ❑ Any other Manuals provided by OEM for the software utilized for implementation of the solution.

Annual Maintenance Contract

The bidder is expected to maintain the equipment supplied under this bid for a minimum period of Two years after the initial warranty period of three years. Comprehensive on-site maintenance charges, for the post warranty period, must be quoted in on a yearly basis, in the Commercial Offer. AMC Charges after warranty period will be taken into account for arriving at L1 based on the total cost of solution for 5 years.

Indian Bank

Annexure 14 - Commercial Bid

PART-II
Commercial Quote for Software , Hardware and Facility Management for Mail Messaging Solution
(Tentative Format - To be submitted by the successful (L1) bidder after reverse auction)

Date:

The Chief Manager
HO: Expenditure Department
Indian Bank
Govindu Maligai Ground Floor No.8, II Line Beach
Chennai 600 001.

Dear Sirs,

Sub: **Supply, installation, customisation, integration and implementation of Mail Messaging Solution, appropriately sized Hardware and providing facility management for Mail Messaging Solution**
Ref: Your Bid No. HO/TMD/PG/263/2010-11 dated 19/02/2011

@@@@@

Referring to your above letter calling for quotations, we submit hereunder the price bid for supply, installation, customization, Integration and maintenance of software, hardware and Facility Management services for mail messaging solution as per the specifications given in Part-I .

SNO	Description	Qty	Price (Rs.)				Total Cost Of Ownership for 5 Years (Rs.)
			Per Unit/ per annum including all Taxes	Total Price with 3 yr warranty and including all Taxes	AMC Amount for 4th Year (provide item wise, Exclusive of Taxes)	AMC Amount for 5th Year (provide item wise, Exclusive of Taxes)	
1	Hardware as per Technical Bid – Annexure 4 (Provide Item wise)						
2	Software as per Technical Bid – Annexure 4 (Provide Item wise)						
3	Customisation and Implementation Charges up to the stage of going LIVE	-----	------	-----	-----	
4	Documentation and Training Cost	-----	------	-----	-----	
5	Facility Management charges for 5 years (Total) as per terms & conditions given in the technical bid and Annexure 13						
6	Any Other mandatory Item/s like load balancer etc as per architecture proposed (provide item wise)						
GRAND TOTAL OF COST OF OWNERSHIP							

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GRAND TOTAL OF COST OF OWNERSHIP : Rs.

Total Amount in words: Rupees
_____

Further, we declare that all the terms & conditions as per the Bid document were read by us and we are agreeable for all the terms & conditions.

                                        For

Office Seal   **(Authorised Signatory)**
Place: Name:
Date: Designation:
                                        Mobile No:
                                        Business Address:

                                        Telephone No:
                                        (at Chennai)
                                        email ID :

Note : Actual Format will be given through mail to the Technically qualified Bidders well in advance before online reverse auction