

**Design, Implementation, Operationalization, Support and Maintenance for 5 years of an enterprise****Tender No. TW-IT/OT/04/2021-22 dated 29.10.2021****PRE-BID CLARIFICATIONS**

SL No.	RFP Document Reference(s) (Section/ Page Number)	Content of RFP Requiring Clarification(s)	Queries	Decision of OPTCL
1	Clause No-3 (Bidding Schedule) Section -I, Page No-2 and 18	Page No 2 : Date is 20th Nov 2021 Page No 18 : Date is 18th Nov 2021	Please clarify right date	Last date of Tender Submission: 18.11.2021, 16:30 Hrs and Time of opening of Techno-Commercial bid: 20.11.2021, 11:00 Hrs (As per page no-18 of Bidding Schedule)
2	Clause No- 1 (Evaluation of Bids) Section -V, Page No-38	Evaluation Bid (Current method is L1 and e-RA)	We request you to kindly implement QCBS(Quality & Cost Based Selection) Evaluation Model as defined and instructed by Meity (Ministry of Electronics & Information Technology, Govt of India) based on the RFP template for E-Governance Projects and DO letter of Meity for Chief Secretaries : Links : https://www.meity.gov.in/writereaddata/files/model_rfp_for_selection_of_implementation_agencies-2018.pdf (Sec - 2.6.5 . Page Number 288) Links : https://www.meity.gov.in/writereaddata/files/Chief_Secretari_UTs.pdf	OPTCL Clause No-1 (Section-V) remains intact.
3	SL No -1 (Techno-Commercial Evaluation) Section - V, Page No-38	Bidder's Average Annual Turnover (Last 3 financial years) I) Rs. 70 Lakhs up to 1 Crores --5 points II) Rs. 1 Crores up to 2 Crores --10 points III) Above 2 Crores --15 points	We request you to kindly revised it as below : Bidder's Average Annual Turnover (Last 3 financial years) I) Rs. 50 Lakhs up to 70 Lakhs --5 points II) Rs. 70 Lakhs up to 1 Crores --10 points III) Above 1 Crores --15 points	OPTCL clause (SI No-1 Technocommercial Evaluation Section-V) stands.

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4	SL No- 2 (Techno-Commercial Evaluation) Section - V, Page No-38	Design, Implementation, Operationalization, Support and Maintenance of proposed enterprise class webmail solution in any Central Govt. / State Govt. / PSU / Banks /Autonomous Body(Govt.) in India during the last three (3) years ending 31 Dec 2021. Work order Value of the project(s) up to Rs. 50 Lakhs = 10 Marks Each additional Work order Value up to Rs. 20 Lakhs =2 Mark	We request you to kindly revised it as below : Design, Implementation, Operationalization, Support and Maintenance of proposed enterprise class webmail solution in any Central Govt. / State Govt. / PSU / Banks /Autonomous Body(Govt.) in India during the last three (3) years ending 31 Dec 2021. Work order Value of the project(s) up to Rs. 20 Lakhs = 5 Marks Work order Value of the project(s) between Rs. 20 Lakhs to 50 Lakhs = 10 Marks Work order Value of the project(s) between Rs. 50 Lakhs to 1 Cr = 15 Marks Work order Value of the project(s) above Rs. 1 Cr Lakhs = 20 Marks Each additional Work order Value up to Rs. 10 Lakhs =2 Mark Maximum Mark is : 20 Marks	OPTCL clause (SI No-2 Techno-Commercial Evaluation, Section-V) remains intact.
5	Clause No-9.1, Section-VII, page No- 42	AMC period is for 05 years from the date of the acceptance of the project.	We request you to kindly revise to the below Context : As the Global E-mail platform is dynamic , the changes and the upgrades could be enormous and it may impact the cost parmeter of AMC . To make it more resonable with global change implementation, we request you to change this clause to 2 years and revise the cost in subsequest years of the commercial bid format.	OPTCL clause-9.1 (Section-VII) remains intact.
6	Clause No -1.6 (Eligibility Criteria), Section-III, Page No-36	Bidder should have successfully implemented & maintained the proposed mailing solution in India in the last 5 years, for a minimum of 5,000 users offered in Central Govt. / State Govt. / PSU /Banks /Autonomous Body (Govt.) (Including IT & Non-IT Infrastructure) for enterprise use and should be currently maintained by the bidder.	Our recommendation is to consolidate (combine multiple govt. accounts) 5000 email accounts across multiple govt. PSUs and banks, etc.	This clause is updated as "Bidder should have successfully implemented & maintained the proposed mailing solution in India in the last 5 years, with atleast 5000 users (consolidated) offered in Central Govt. / State Govt. / PSU /Banks /Autonomous Body (Govt.) (Including IT & Non-IT Infrastructure) for enterprise use and should be currently maintained by the bidder."

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7	Clause No - 1.6 (Eligibility Criteria), Section-III, Page No-36	Copy of purchase order where the bidder has executed a project of minimum 5,000 email accounts in the last 5 years. Reference letter from the customer(s) need to be submitted by the bidder.	Our recommendation to consider the "customer reference letter" to submit within 50-60 days of the project's award.	Reference Order shall be submitted before award of contract.
8	SL No- 1 (Techno-Commercial Evaluation) Section - V, Page No-38	Bidder's Average Annual Turnover (Last 3 financial years) I) Rs. 70 Lakhs up to 1 Crores --5 points II) Rs. 1 Crores up to 2 Crores --10 points III) Above 2 Crores --15 points	Request For Revise : Bidder's Average Annual Turnover (Last 3 financial years) I) Rs. 50 Lakhs up to 1 Crore --5 points II) Rs. 1 Crore up to 2 Crores --15 points III) Above 2 Crores --15 points	Refer SI No-03 of this document
9	Clause No-1 (Evaluation of Bids) Section -V, Page No-38	Evaluation Bid	We request you to kindly implement QCBS(Quality & Cost Based Selection) as defined and instructed by Ministry of Electronics & Information Technology, Govt of India .	Refer SI No-02 of this document
10		Estimated cost	Request for clarity regarding Estimated cost . Whether it is including design , design & Support for 5 years or Support cost will be extra .	Refer e-Tender Notice on page No-02
11		Anti-Virus / Anti-Spam	All the given features are not the part of open source	Price of Anti-Spam is already included in Price -Schedule. You may include any Anti-spam as per Scope of Work.

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12	SL No- 2 (Techno-Commercial Evaluation) Section - V, Page No-38	Design, Implementation, Operationalization, Support and Maintenance of proposed enterprise class webmail solution in any Central Govt. / State Govt. / PSU / Banks /Autonomous Body(Govt.) in India during the last three (3) years ending 31 Dec 2021. Work order Value of the project(s) up to Rs. 50 Lakhs = 10 Marks Each additional Work order Value up to Rs. 20 Lakhs =2 Mark	Work order Value of the project(s) up to Rs. 5-10 Lakhs = 5 Marks Work order Value of the project(s) between Rs. 20 Lakhs to 30 Lakhs = 10 Marks Work order Value of the project(s) between Rs. 30 Lakhs to 70 Lakhs = 15 Marks Work order Value of the project(s) between 70 Lakhs to Rs. 1 Cr = 20 Marks Each additional Work order Value up to Rs. 5 Lakhs =2 Mark Maximum Mark is : 20 Marks	Refer SI No-04 of this document
13	Clause No- 1 (Evaluation of Bids) Section -V, Page No-38	Evaluation Bid (Current method is L1 and e-RA)	We request you to kindly implement Quality & Cost Based Evaluation Model as per Ministry of Electronics & Information Technology, Govt of India .	Refer SI No-02 of this document
14	SL No -1 (Techno-Commercial Evaluation) Section - V, Page No-38	Bidder's Average Annual Turnover (Last 3 financial years) I) Rs. 70 Lakhs up to 1 Crores --5 points II) Rs. 1 Crores up to 2 Crores --10 points III) Above 2 Crores --15 points	2-I) Rs. 20 Lakhs up to 50 Lakhs --5 points II) Rs. 50 Lakhs up to 1 Crores --10 points III) Above 1 Crores --15 points	Refer SI No-03 of this document
15	SL No- 2 (Techno-Commercial Evaluation) Section - V, Page No-38	Design, Implementation, Operationalization, Support and Maintenance of proposed enterprise class webmail solution in any Central Govt. / State Govt. / PSU / Banks /Autonomous Body(Govt.) in India during the last three (3) years ending 31 Dec 2021. Work order Value of the project(s) up to Rs. 50 Lakhs = 10 Marks Each additional Work order Value up to Rs. 20 Lakhs =2 Mark	3-Work order Value of the project(s) up to Rs. 10 Lakhs = 5 Marks Work order Value of the project(s) between Rs. 10 Lakhs to 30 Lakhs = 10 Marks Work order Value of the project(s) between Rs. 30 Lakhs to 50 Lakhs = 15 Marks Work order Value of the project(s) above Rs. 50 Lakhs = 20 Marks Each additional Work order Value up to Rs. 5 Lakhs =2 Mark	Refer SI No-04 of this document
16	Clause No- 1.5 (Eligibility Criteria), Section-III, Page No-36		Consider one of these ISO Valid ISO 9001:2015 & ISO 27001 or CMMI/5 Certificates.	Tender Clause No- 1.5 (Eligibility Criteria) of Section-III shall remain intact

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17	SI No-1, Clause No-4.3.1 (Techno-Commercial Bid (Part-D)), Section-I, Page No-19		Submission of last 3 years balance sheet : Request you consider 2017-18 ,2018-19 & 2019-20	An undertaking showing reason of nonsubmission of audited BS and P & L account for the financial year 2020-21 shall be submitted by the bidder and the same shall be submitted after audit is completed.
18	Clause-1.2.4 (Implementation Scope), Section -I, Page No- 4	1.2. IMPLEMENTATION SCOPE 1.2.4. The bidder shall migrate User Mailboxes (including folders and address book) and LDAP Database from existing solution to the proposed E-mail solution for all the existing mail users. During migration of User Mailboxes, the bidder shall ensure minimum impact and disruption to the user. There should not be any data loss during migration.	We had already informed you that LDAP database not supporting in the Zimbra Opensource. We believe you want to import users information in their accounts through LDAP database. We will try to import the users data from the server backend through commandline. We have already provided you demo for the same. Kindly consider it in that way instead of installing whole LDAP database. Also, Zimbra is not the same email solution as existing to import/export.	OPTCL clause -1.2.4 (Section-I) remains intact.
19	Clause-1.5, Section -I, Page No- 6	1.5. Anti-Virus / Anti-Spam	Spam filtering can be hosted on our external server or whether you need compulsarily in your Datacenter. It will make big cost difference if you want in your datacenter. Please confirm.	All applications related to new mail solution shall be hosted in OPTCL premise.
20	Clause-1.5.10, Section -I, Page No- 7	1.5. Anti-Virus / Anti-Spam	Kindly confirm you want outbound spamfilter service also ? as we have considered inbound spamfilter service only.	Please refer Clause No -1.5.10 (Section-I). Both outbound and inbound spam filter is required.
21	Clause-1.6.3, Section -I, Page No- 7	1.6. Security 1.6.3. Should have Two-Factor Authentication mechanism by using password/PIN/OTP and it must be at the discretion of user	We had already informed you that Two-Factor Authentication mechanism not available in the Zimbra opensource. Kindly consider it as optional.	Yes, it can be considered.
22	Clause-1.9, Section -I, Page No- 9	1.9. Backup and Restore	Tape backups should be maintained by your team with the backup rotation and retention. Please confirm.	Backup rotation and retention shall be maintained by OPTCL Data Center Team. However application level activities, viz backup and integrity check etc. shall be done by the bidder.

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23	Clause-1.11.3 & 1.11.5, Section -I, Page No- 10	Clustering/High-Availability 1.11.3.Clustering/High-Availability. 1.11.5.Multi-tenancy feature need to be included.	These features are not available in the Zimbra Opensource. We need to take other licensed email solution if needed. We suggest you to kindly remove these two points.	OPTCL Clause-1.11.3 and 1.11.5 of Section -I remains intact
24	Clause-1.18, Section - I, Page No- 12	1.18. Code Migration	We are installing mail server product and not a custom developed software. Hence code versioning doesn't apply here	OPTCL Clause-1.18 of Section -I remains intact
25	Clause-1.2 (Eligibility Criteria), Section -III, Page No- 34	The Bidder should have positive net worth and an average annual turnover of not less than Rs. 70 Lakhs in the last three financial years). The bidder should submit a CA certified financial statement of its organization.	Kindly request you to modify the clause as " The Bidder should have positive net worth and an average annual turnover of not less than Rs. 10Cr in the last three financial years). The bidder should submit a CA certified financial statement of its organization.This is to enable efficient partner to bid.	OPTCL clause- 1.2 (Eligibility Criteria) of Section-III remains intact.
26	Clause No -1.6 (Eligibility Criteria), Section-III, Page No- 36	1.6 Bidder should have successfully implemented & maintained the proposed mailing solution in India in the last 5 years, for a minimum of 5,000 users offered in Central Govt. / State Govt. / PSU / Banks /Autonomous Body (Govt.) (Including IT & Non-IT Infrastructure) for enterprise use and should be currently maintained by the bidder.	Kindly request you to modify " OEM/Bidder should have successfully implemented & maintained the proposed mailing solution in India in the last 5 years, for a minimum of 5,000 users offered in Central Govt. / State Govt. / PSU / Banks /Autonomous Body (Govt.) (Including IT & Non-IT Infrastructure) for enterprise use and should be currently maintained by the bidder.	Refer SI No-06 of this document
27	Clause-1.2.3, Section - I, Page No- 4	1.2.3. Required hardware and infrastructure shall be provided by OPTCL and the mail solution shall be hosted in Primary Data Center of OPTCL.	Require the existing mail solution with infrastructure details like hardware, OS, DB etc..	Shall be shared in one-to-one interaction.

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28	Clause-1.2.4, Section - I, Page No- 4	1.2.4. The bidder shall migrate User Mailboxes (including folders and address book) and LDAP Database from existing solution to the proposed E-mail solution for all the existing mail users. During migration of User Mailboxes, the bidder shall ensure minimum impact and disruption to the user. There should not be any data loss during migration.	what is the existing LDAP used?	Shall be shared in one-to-one interaction.
29	Clause-1.2.7, Section - I, Page No- 4	1.2.7. A staging mail server needs to be installed and configured, which will be the exact replica of new mail solution. Before making any changes in development server, it shall be first tested in staging server.	Kindly request you to remove this Clause. As it will create unnecessary complication when design and replicating the solution	Refer SI No-24 of this document
30	Clause-1.2.10, Section - I, Page No- 4	1.2.10. The mail solution should support POP3 and IMAP protocol features.	What is percentage of users accessing POP3, IMAP, Mobile access respectively	More than 70% of users accessing POP3, IMAP, Mobile access respectively.
31	Clause-1.4.1, Section - I, Page No- 5	1.4.1. S/MIME for email encryption.	Kindly request you to remove this Clause. As it will create unnecessary complication when design and replicating the solution	OPTCL Clause-1.4.1, Section -I remains intact
32	Clause-1.4.27, Section - I, Page No- 6	1.4.27. Option to open the mail box in HTML/basic mode if accessing from a low bandwidth connection.	Details of the Bandwidth for environment required	Shall be shared in one-to-one interaction.
33	Clause-1.8.1, Section - I, Page No- 9	1.8.1. All user data older than the duration decided by OPTCL shall be archived from time to time as per the instruction of webmail administrator, OPTCL.	What is the retention period	Shall be shared in one-to-one interaction.
34	Clause-1.9, Section -I, Page No- 9	The bidder shall be responsible for the following activities related to back up and restore.	What is the current backup tool used. Details of backup and retention policy required	Shall be shared in one-to-one interaction.
35	Clause-1.10, Section - I, Page No- 9	The bidder shall be responsible for the following activities related to health optimization of the webmail server.	is there Server monitoring tool in place? If yes , can the bidder use the same or do the bidder need to factor additional monitoring tool	McAfee ESM tool for log capturing.
36	Clause-1.15.1, Section - I, Page No- 11	1.15.1. The Mobile synchronization is extended to users.	what is the percentage of mobile user?	70 % of total existing users access through mobile

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37	Clause-1.16.1, Section I, Page No- 12	1.16.1. User size quota assignment based on user, designation, office type, etc.	Details of the user quota size, Mail size required	Shall be shared in one-to-one interaction.
38	Clause-1.22.7, Section I, Page No- 15	1.22.7. The successful bidder shall provide a ticketing interface to OPTCL/SLDC/GRIDCO admin/user to log the complaint, where webmail admin can view the ticket submission date and time, resolution date and time, priority and feature to export all ticket details in excel and pdf format.	What is existing ticketing tool used?	Shall be shared in one-to-one interaction.
39	Clause No-16.1 (Instruction to Bidders), Section-II. Page No- 27	Period of validity of Bids shall remain valid for 180 days after the bid submission deadline date prescribed by OPTCL. A Bid valid for a shorter period shall be rejected by OPTCL as non-responsive.	Kindly request you to consider 90 Days	OPTCL clause- 16.1 (Instruction to Bidder) of Section-II remains intact.
40			LAN Speed	Shall be shared in one-to-one interaction.
41			Per users data size	Shall be shared in one-to-one interaction.
42			Data back-up format	Shall be shared in one-to-one interaction.
43			Specific Anti-virus	Shall be shared in one-to-one interaction.
44			Any other customization required in to the Zimbra mail services.	Refer clause-1 (Scope of Work) of Section-I
45			Estimated budget	Refer SI No-10 of this document.

Note: All other terms and conditions mentioned in the tender shall remain unchanged.

CHIEF GENERAL MANAGER (IT)