

Amendment-1 to "RFP 20/2017-18 dated 09/11/2017 for Selection of Service Provider for Implementation, Integration, Migration and Maintenance of Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model"

It is decided to amend the following in respect of the above RFP:

a. Submission & Opening of Bid - Clauses 22.2 and 23.1 (Page No.15 & 16) & Sl. no.7 and 8 (Page No. 2)

Events	Existing	Amended
	Time & Date	Time & Date
Last Date of Submission of Bids	30/11/2017, Thursday upto 3.00 PM	11/12/2017, Monday upto 3.00 PM
Date and time of Opening of Part A- Conformity to Eligibility Criteria.	30/11/2017, Thursday, 3.30 PM	11/12/2017, Monday, 3.30 PM

Sl. No.	Page No.	Clause No.	Existing	Amended
b.	9	7. Requirement Details	7.2. Detailed technical specification and requirement for each of the above is furnished in Annexure-10 and Annexure-11. All the Services ordered for Selection of Service Provider for Implementation, Integration, Migration and Maintenance of Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model should be available for 2 Years and should be renewable for 3 Years after completion of 2 Years (if contracted).	7.2. Detailed technical specification and requirement for each of the above is furnished in Annexure-10 and Annexure-11. All the Services ordered for Selection of Service Provider for Implementation, Integration, Migration and Maintenance of Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model should be available for 3 Years and should be renewable for 2 Years after completion of 3 Years (if contracted).
c.	23	40. Security Deposit / Performance Bank Guarantee:	40.6. The security deposit / bank guarantee will be returned to the bidder on completion of Warranty Period.	40.6. The security deposit / bank guarantee will be returned to the bidder on completion of contract Period.
d.	23	40. Security Deposit / Performance Bank Guarantee:	40.4. Security Deposit/Performance Bank Guarantee should be valid for Five years from the date of acceptance of project and shall be retained till the completion of contract period. The guarantee should also contain a claim period of Three months from the last date of validity.	40.4. Security Deposit/Performance Bank Guarantee should be valid for 3 years from the date of acceptance of project and shall be retained till the completion of contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
e.	24	42. Implementation , Integration, Migration and Commissioning:	42.1. The successful bidder should ensure implementation, integration & commissioning of the entire solution, along with the migration of existing email data, and complete all works as specified in	42.1 The successful bidder should ensure implementation, integration & commissioning of the entire solution, along with the migration of existing email data, and complete all works as specified in

			the Scope of Work of this RFP within One Month from the date of acceptance the Purchase Order.	the Scope of Work of this RFP within Three Months from the date of acceptance the Purchase Order.
f.	25 & 26	45. Penalties/Liquidated Damages	New Clause	<p>45.5. Penalties for Bulk Mail</p> <p>45.5.1 Bank expects to deliver 15 Lakh emails per day from the receipt thereof from the Bank and any flaws in this regard would attract penalty up to a 0.5% of payout for delay in delivery of emails beyond stipulated time period i.e. 1 Day and the same will be continued for every day delayed/unperformed/interrupted services. Bidder has to submit System Generated Report in support for the same while claiming payment.</p> <p>45.5.2 The penalty will be deducted from the bill/invoice amount submitted by the bidder for releasing the payment in that quarter. The maximum penalty will be levied 10% for the delayed/unperformed/interrupted services and will be deducted from the bill/invoice amount on quarterly payout basis.</p> <p>45.5.3 The Service Provider should indicate the success rate in all their delivery reports along with details of mails that took more than 24 hours for delivery (delivery delayed), and that failed to be delivered (delivery failed), with reasons there against</p>
g.	29	49. Local Support:	49.2. The Bidder has to provide comprehensive onsite support for the period of One year.	49.2. The Bidder has to provide comprehensive onsite support for the period of 5 years.
h.	41	Annexure-3 Eligibility Criteria Declaration Criteria no. g	<p>Eligibility Criteria: The Bidder should have experience of having managed the solution proposed to the Bank with a minimum of 3000 mailboxes in any Scheduled Commercial Banks/PSUs/Government Departments in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference letters of</p>	<p>Eligibility Criteria: The Bidder should have experience of having managed the solution proposed to the Bank with a minimum of 3000 mailboxes in any Scheduled Commercial Banks/PSUs/Government Departments/ Multi-National Corporates in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17).</p> <p>Documents to be submitted: The bidder shall provide the details of contract which are still valid. Work Orders & reference letters of</p>



			Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.	Satisfactory Performance from the Clients as per format provided has to be submitted along with documentary proof.
i.	41	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u> Criteria no. i	<u>Eligibility Criteria:</u> Bidder and OEM both should have ISO certificate. <u>Documents to be submitted:</u> Bidder should provide valid ISO Certificate.	<u>Eligibility Criteria:</u> The data centers and Disaster recovery center proposed to the bank for hosting the solution should have ISO certification. <u>Documents to be submitted:</u> Bidder should provide valid ISO Certificate.
j.	41	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<u>New Eligibility Criteria</u> Eligibility Criteria no. m	<u>Eligibility Criteria</u> The proposed bulk mailing solution of the proposed OSM should have been Supplied & Implemented (not necessarily by the Bidder) in any Scheduled Commercial Banks/PSUs/Government Departments/ Public Sector Enterprises in India during the immediate preceding 4 years (2013-14, 2014-15, 2015-16 & 2016-17). (i.e. from 01/04/2013 to 31/03/2017) <u>Documents to be submitted</u> Certificate for having handled a volume of minimum 5 lakhs emails from the client to be submitted & undertaking to be provided on bidder's letter head.
k.	49 to 52	<u>Annexure 10</u>	Technical Requirements for Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model	Amended Annexure-10 is attached as Annexure.
l.	53-61	<u>Annexure-11</u>	Scope of Work	Amended Annexure-11 (Scope of Work) is attached as Annexure.
m.	71 to 74	<u>Annexure- 19</u>	Bill of Material	Amended Annexure- 19- Bill of Material is attached as Annexure.
n.	75	<u>Appendix -A</u>	Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria	Amended Appendix-A (Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria)is attached as Annexure.
o.	98	<u>Appendix-I</u>	PoC Checklist for Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model	Amended Appendix-I(PoC Checklist for Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model)is attached as Annexure.

p. Penalties/Liquidated Damages: Clause 45 (Page No.25& 26)

45.3 Penalties/Liquidated damages for not maintaining uptime :

45.3.1 If the bidder fails to maintain the guaranteed uptime, Penalty for uptime will be deducted as under:

Existing Clause		Modified Clause	
Level of availability calculated on monthly basis	Penalty amount	Level of availability calculated on monthly basis	Penalty amount
99.90% to 100%	No Penalty would be deducted	99.9% to 100%	No Penalty would be deducted
98.99% to < 99.90%	0.10% (Plus GST) on total order value for every hour or part thereof.	98.9% to < 99.9%	0.10% (Plus GST) on basic invoice value for every hour or part thereof.
98.50% to <98.99%	0.20% (Plus GST) on total order value for every hour or part thereof.	97.9% to <98.9%	0.20% (Plus GST) on basic invoice value for every hour or part thereof.
97.99% to <98.50%	0.30% (Plus GST) on total order value for every hour or part thereof.	96.9% to <97.9%	0.30% (Plus GST) on basic invoice value for every hour or part thereof.
97.95% to <97.99%	0.50% (Plus GST) on total order value for every hour or part thereof.	95.9% to <96.9%	0.50% (Plus GST) on basic invoice value for every hour or part thereof.
<97.95%	1.00% (Plus GST) on total order value for every hour or part thereof.	<95.9%	1.00% (Plus GST) on basic invoice value for every hour or part thereof.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.

Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 29/11/2017
Place: Bengaluru

Deputy General Manager



Amended Annexure-10
Technical Requirements for Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model

SUB: RFP for Selection of Service Provider for Implementation, Integration, Migration and Maintenance of Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model.
Ref: Your RFP 20/2017-18 dated 09/11/2017

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

A. Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model:

Sl. No.	Requirement	Compliance (Yes / No)	Remarks
1.	The entire Cloud should use the bank's current Active Directory infrastructure to provide single sign on to users.		
2.	The user authentication should be done at the bank's premises. User passwords should not be synchronized to the cloud.		
3.	The solution should support multi-factor Authentication for webmail users.		
4.	The solution should be offered as a cloud based software as a service.		
5.	The email along with archives and individual file storage should be hosted in India for primary and secondary copies.		
6.	The cloud infrastructure should have presence in at least 2 cities in India.		
7.	The proposed solution and the cloud of the bidder should be ISO certified.		
8.	The solution should be encrypting data both at rest and encryption in transit with SSL/TLS.		
9.	For stolen mobile devices, users should be able to erase all content from within the web mail client without requiring IT admin assistance		
10.	There should be a centralized e-discovery mechanism to find information from mail, group conversations, chat transcripts from single compliance portal.		
11.	Compliance manager should be able to apply legal hold policy on any email accounts centrally.		
12.	The Service uptime agreement for the proposed solution should have monthly uptime commitments and have transparent monthly credit calculations in case of uptime not being met for any service/s.		
13.	The same Service Level Agreement should be applicable to all included or related services or components that is required for the solution to be contracted for the requirement i.e. Email, Anti-virus, Archival, web conferencing etc.		



14.	The proposed solution should not mandate any minimum number of users for any service uptime calculations.		
15.	The proposed solution should also have Service level commitments for virus detection and blocking, spam effectiveness, false positives as well as email delivery.		
16.	The SLA should include any scheduled downtime description for each service provided.		
17.	Certification of Auditors.		
18.	Solution should support integration with Bank's existing AD and should not require separate password for accessing mail/ collaboration services.		
19.	The proposed solution shall be scalable for the primary mailbox size up to 50 GB / mailbox and unlimited archive mailbox for all the users.		
20.	The solution should support full rich client, browser based access and a default app to access mails and data across all channels to be in sync.		
21.	The Enterprise email messaging system must provide seamless and secure web access via popular Internet browsers (Internet Explorer, Mozilla Firefox, Safari), and the user interface and experience must be consistent across the web interface and the email client, as well as the modern mobile devices' internet browsers or mobile mail apps.		
22.	The solution should support all widely used email clients such as MS Outlook, Window Live Mail, Thunderbird, etc. and other popular Android / IOS / Windows mobile clients.		
23.	Should provide antivirus and anti-spam functionality to filter suspicious, unwanted emails. The security solution should provide a console to administrators for monitoring.		
24.	Should have capability to manage Mailboxes, use Bank's Data Loss Prevention Policies templates, Org-wide rules, Distribution Groups, External Contacts in service administration portal.		
25.	Ability for email client users to join conferences directly from the meeting reminder, without opening the meeting invitation.		
26.	The Solution should support Unlimited Personal Archival and Unlimited Compliance Archival for 8 Years.		
27.	License and Support for 3rd party add on components (if any) to meet the requirements listed, to be provided by bidder for the entire contract period.		
28.	Ability to convert calendar invite to web-conference from within the invite instead of separate process, without requiring additional logins.		
29.	Ability to see user presence and initiate Instant Messaging/Audio/Video/Mail from within the mail client.		
30.	Ability to provide different mail box sizes to users based on their roles/categories/designation.		
31.	Proposed solution should support hybrid deployment & migration i.e. Users enabled on premise as well as in the cloud.		
32.	The solution should support scheduling of Out of Office messages with Start date and End date and times from web base clients as well as mobile apps.		
33.	Should support conditional mail routing for different email domains.		
34.	Support multiple mailbox search capability to Administrators. (Or users identified by Administrators).		
35.	The solution should provide support to all official languages of India at least Hindi & English.		
36.	The successful bidder should ensure implementation, integration & commissioning of the entire solution, along with the migration of existing email data, and complete all works as specified in the Scope of Work of		



	this RFP within Three Months from the date of acceptance the Purchase Order.		
37.	Presence in the proposed unified communication platform should include support for the users photographs, location information, and a rich set of presence states that includes a minimum of six selectable presence status & should integrate (without any third party plug in)with the email calendar to pull Out of Office information.		
38.	IM/Presence client should automatically set presence to “Do Not Disturb” when one is presenting in PowerPoint or presenting in a meeting.		
39.	The proposed solution should support video based screen sharing using H.264 at up to 15 FPS for faster setup & better end user experience in a peer to peer call.		
40.	The proposed solution should support displaying simultaneously 5 video feeds from the top active speakers on at least one variant of thick client.		
41.	The unified communication solution should allow users to initiate a group chat using mail distribution list with one click.		
42.	Ability to provide conferencing—that is, simultaneous shared communication— between 2 to 250 parties with any combination of the following five functional types:		
a.	Video communications		
b.	Web collaboration via presentation of documents, applications, and desktops		
c.	Web collaboration via joint editing and control of documents, applications, and desktops		
d.	Whiteboard, with the ability to cut and paste content of any type		
43.	Ability to record conferences for later reviews, optionally to include collaborative content, voice, and/or video. Ability to publish these recordings to a location that is accessible by others.		
44.	Ability to provide connectivity and interoperability capability of cloud based collaborative solution with the Bank's existing Video Conferencing solution and MCUs.		
45.	Ability to create video conferencing rooms for joining it over intranet and internet, for Bank's and external domain users.		
46.	Ability to disable features that cannot be archived, such as annotations, application sharing, and peer-to-peer file transfers. This behaviour can help to ensure that all users' communications will be archived, if required.		
47.	The Cloud based collaborative solution should mandatorily support meeting joining experience from all the latest browsers and deliver a full online meeting experience including IM, voice, multiparty video, data collaboration and screen/data sharing.		
48.	The Cloud based collaborative solution should provide options to support Integration with on premise IP-PBX & telephony systems if required in the future.		
49.	Ability for mobile smartphone users to have Global Address List support, Contacts lists, and IM, and to join scheduled conferences with a single click.		
50.	Ability of the cloud based UC solution to support broadcast to all users in a single session.		
51.	Ability of the attendees of cloud based broadcast to connect on thick client or on mobile & on browser.		
52.	Ability to record broadcast meeting in the cloud & making it available for future reference.		

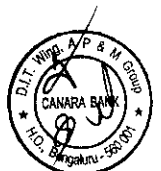
53.	Ability of the cloud based UC solution broadcast meeting organizer to set the attendee joining experience as authenticated or as anonymous credentials provided by host.		
54.	Ability of the cloud based UC solution to federate with the respective OEM's public UC solution & support Instant messaging, Audio & video calling capability.		
55.	Any other specifications & features as mentioned elsewhere in this RFP document.		

B. Bulk Mailing Solution:

Sl. No.	Requirement	Compliance (Yes / No)	Remarks
1.	General Features:		
1.1.	The solution should support bulk mailing functionalities for sending promotional mails to the customers and newsletters to the staff / customers.		
1.2.	The bulk mailing traffic should go through without hindering the normal business communications and day-to-day mails and also without any delays / congestions.		
1.3.	The solution should support minimum 15 Lacs bulk mails per day. It should be scalable as per Bank's requirement.		
1.4.	Advanced HTML editor		
1.5.	Import from Excel/CSV		
1.6.	Real Time Email Tracking and Reporting		
1.7.	Email Personalization		
1.8.	Automatic bounce Process		
1.9.	Unsubscribe Option		
1.10.	Unlimited Number of Email Marketing Campaign		
1.11.	Unlimited Number of Email list and contacts		
1.12.	Email Scheduling		
1.13.	Special Broadcasting Option		
1.14.	Free & unlimited image hosting		
1.15.	Other product features like web based, Product GUI, User friendly interface for third party integration via SMTP, easy to troubleshoot etc.		
1.16.	Clients should have the access to the emailing tool and all its features. Should have capabilities either through API (triggered) or Panel for Bulk-E-mails.		
1.17.	Multiple User ID's for access privileges for Email.		
1.18.	Outlook Integration (Sending email using Mail Client) only for Email.		
1.19.	Should have provisions for automating processes via APIs for Email.		
1.20.	Should provide the Panel to the client which would provide real-time deliveries for the E-mails etc.		
1.21.	Undertaking regarding complete TRAI Compliance.		
1.22.	Dynamic Mailing		
1.23.	Mailing only to recipients meeting certain criteria depending on field values		
a	Customized From and Reply to field		
b	Multiple Header, Footer creation options		
c	Content Editing using HTML		
d	Option for uploading content from a URL		



e	Sending Attachments		
1.24.	Dynamic Content		
a	Personalized emails (text + image) based on user's attributes		
b	Passing of variables (mail merge in hyperlinks)		
1.25.	Preview of mail before sending		
1.26.	Preview of mail in various browsers and ISP mailboxes		
1.27.	Scheduling mail to later date and time		
2.	Delivery and Reputation Management:		
2.1.	Managing delivery in Inbox and avoiding Spam filters		
2.2.	Managing Reputation of client emailed & associated IP's for Email.		
2.3.	Regular Return Path Analysis and Blacklist Monitoring Reports		
2.4.	FBL (Feed Back Loop) Association with major MSP's		
2.5.	Global monitoring of Email campaigns for in-boxing		
3.	Campaign Management:		
3.1.	For each campaign maintain detailed information.		
3.2.	Should be able to store and use detailed contact History of Particular user for any Campaign		
3.3.	Capability to attach files with campaign.		
3.4.	Save and reuse campaign templates.		
3.5.	Ability to define and schedule campaigns to run immediately, date, or event triggered.		
3.6.	Automation Centre - APIs to upload data send campaigns & pull back reports to CRM.		
3.7.	Creating tags for each campaign for better reporting.		
3.8.	Getting Spam score of any template.		
4.	Deliverability:		
4.1.	Provision for dedicated IP's for client		
4.2.	Follow DKIM standards		
4.3.	Follow SPF standards		
4.4.	Established FBLs with major MSPs		
5.	Managing Users and Groups:		
5.1.	User and Group Management		
5.2.	Allows Customizable Attributes / Parameter Match		
5.3.	Auto correction of email ids at the time of upload, if required.		
5.4.	Capable of pulling data immediately or on a scheduled basis, with defined start and end dates.		
5.5.	Automated Unsubscription / Opt-out Management		
5.6.	Automated Unsubscription on FBL		
6.	Database Management:		
6.1.	Multiple Field attached to each email id		
6.2.	Customized field creation		
6.3.	Viewing and downloading of Data Status (Bounce / Unsubscribe / Opt-out)		
6.4.	Updating of Fields and Records while Importing the data		
6.5.	Multiple List creation by uploading the data		
6.6.	Importing Data from CSV format		
6.7.	Importing, Viewing, Editing and Exporting all the fields of Data		
6.8.	Exporting Data from Lists to CSV		
6.9.	Automating List upload using API		
6.10.	Bounce, Unsubscription, Opt-out Filtration		



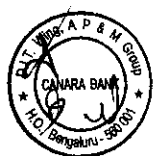
6.11.	Categorizing various lists in different groups in a tree-structure		
6.12.	Creating behavioral segments on the fly		
7.	Reporting & Analysis:		
7.1.	Delivery / Open Report		
7.2.	Unique Open Number		
7.3.	Bounce Report		
7.4.	Un-subscription Report		
7.5.	Opt-Out Report		
7.6.	Detailed Click through Report		
7.7.	For Each URL Total Clicks		
7.8.	For each URL Unique Clicks		
7.9.	Option for downloading all the email addresses related to each report		
7.10.	Online access to all the Reports Post Mailing		
7.11.	Downloading Option for all the Reports		
7.12.	Reports Export in CSV format		
7.13.	Reports Export using URL / API's		
7.14.	Back-end Audits for each and every activities		
7.15.	Domain Wise Reports		
7.16.	Time Wise Reports		
7.17.	Device Wise Reports		

Date

Signature with seal

Name :

Designation :



Amended Annexure-11
Scope of Work

SUB: RFP for Selection of Service Provider for Implementation, Integration, Migration and Maintenance of Secure Enterprise-Class Mailing Solution on ASP Hosted (OPEX) Model.

Ref: Your RFP 20/2017-18 dated 09/11/2017

Sl. No.	Scope of Work	Compliance (Yes/No)
A.	Broad Scope of Work:	
1.	Bank propose to implement a Secure Enterprise Class Email Solution on a Hosted Cloud Model with latest security features, technologies and other facilities, accessible over the Bank's Corporate WAN and Internet.	
2.	Bank propose to migrate the existing corporate email solution to a cost effective and reliable managed model on cloud.	
3.	Bidders are required to quote for the complete solution, including migration of all existing email services and data.	
4.	The existing email solution is an OPEX Model solution in Microsoft Exchange 2010 Platform, hosted in Private Cloud, maintained and managed by M/s Trimax IT Infrastructure & Services Limited. As on date, the Bank is having 27,000 active mailboxes approximately, along with the Compliance Archival data.	
5.	The different profile of users to be supported and configured in the solution, requiring various capabilities are as given below:	
5.1.	Profile 1 (Tentative No. of Mailboxes) : 1000 No.	
a	Primary Mailbox: Minimum 5 GB, Scalable up to 10 GB.	
b	Mail Attachment Size: Mail Attachment Size: Should support attachments up to 25 MB and should be scalable as per Bank's requirements.	
c	Support to Unlimited Personal Archival and Unlimited Compliance Archival for 8 Years.	
d	Data Loss Prevention capabilities.	
e	Accessibility from multiple devices like Tablets, Mobile Phones, Laptops, Desktops, etc. and capability to maintained sync.	
f	Mobile Device Management capabilities.	
g	Chat, Multiparty Audio, Video Calling & Conferencing capabilities.	
h	All other components mentioned in the technical specifications given elsewhere in the RFP.	
5.2.	Profile 2 (Tentative No. of Mailboxes) : 35000 No.	
a	Primary Mailbox: Minimum 2 GB, Scalable up to 5 GB.	
b	Mail Attachment Size: Mail Attachment Size: Should support attachments up to 25 MB and should be scalable as per Bank's requirements.	
c	Support to Unlimited Personal Archival and Unlimited Compliance Archival for 8 Years.	
d	Data Loss Prevention capabilities.	
e	Accessibility from multiple devices like Tablets, Mobile Phones, Laptops, Desktops, etc. and capability to maintained sync.	
f	Mobile Device Management capabilities.	
g	All other components mentioned in the technical specifications given elsewhere in the RFP.	
5.3.	Profile 3 (Tentative No. of Mailboxes) : 10000 No.	
a	Primary Mailbox: Minimum 5 GB, Scalable up to 10 GB.	



b	Mail Attachment Size: Mail Attachment Size: Should support attachments up to 25 MB and should be scalable as per Bank's requirements.	
c	Support to Unlimited Personal Archival and Unlimited Compliance Archival for 8 Years.	
d	Data Loss Prevention capabilities.	
e	All other components mentioned in the technical specifications given elsewhere in the RFP.	
6.	The Bank reserves the right to change the number of users, profile of users at any point of time during the Contract period.	
7.	The Bank also reserves the right to subscribe to additional licenses under various profiles at the rates being contracted in this RFP and also surrender licenses at any stage during the contract period. In case of a license being surrendered, payment for such licenses shall be made on pro-rata basis till the date of its surrender. Payment will be based on actual number of mailboxes being used across the different profiles during the contract period	
B	Detailed Scope of Work:	
1.	Business Functionalities:	
1.1.	A secure Enterprise Class Email Cloud / Hosted Solution with latest security features, technologies and other facilities accessible over the Bank's Corporate WAN and Internet through Tablets, Mobile Phones, Laptops, Desktops, etc. with the following functionalities.	
1.2.	Cloud should be hosted in India based Data Center, including DR and BCP data centers. No network and data sharing / replication to any data center outside the boundaries of the country.	
1.3.	The Email solution should be accessible over multiple devices (like Tablets, Mobile Phones, Laptops, Desktops etc.) and all devices should be in Sync, as per the user profile requirements mentioned in the above Table.	
1.4.	The proposed Email solution should support the below features:	
a	Meeting/Calendar/Task list features.	
b	Should be accessible over web browsers and E-mail Clients to users.	
c	Solution with email archiving and advanced security solutions.	
d	Solution should support integration of Bank's existing Video Conference Software / Bridge on Industry Standard Protocols, as and when required by the Bank.	
e	Integration with existing Video Conference Software (for automatic setup of Videoconference meeting room/place along with URL to connect with these meetings), as and when required by the Bank	
1.5.	The solution should be able to integrated with Banks existing User Authentication solutions/applications and Active Directory / AD federation Services.	
1.6.	The solution should be able to integrate with all the existing and future Bank's Core Banking application and other in-house / business applications for sending Emails/notifications/auto generated mails without any additional cost to the Bank.	
1.7.	Compatible with Desktops, Laptops, Tablets, etc. with Windows 7 OS & above, IOS, Android, etc. and Web Browsers such as Internet Explorer, Safari, Mozilla Firefox, etc.	
1.8.	Compatible with all popular E-mail clients such as Microsoft Outlook, Window Mail, Thunderbird, etc. and other popular Android / IOS/ Windows mobile clients.	
1.9.	Bulk E-mail Facility & Message broadcasting (One to Many) from specific User Ids.	
1.10.	Monitoring tool / dashboard supporting customizable reports such as real-time status of users, service health, utilization & usage, Mails Quarantined, Suspicious Email Detection, tickets raised, pending tickets, etc. for Bank's authorised officials.	
1.11.	The proposed solution should be able to provide custom reports to the Bank.	



1.12.	The proposed Enterprise Email Solution should be IPv4 & IPv6 Compliant with dual stack compatibility and the migration to IPv6 has be done by the bidder, at no additional cost, as and when required by Bank.	
1.13.	The Email solution should be part of widely accepted Industry standards so that Bank's documents / artefacts could be used interoperable way by its Customers, Business Partners and Regulators.	
1.14.	The Email solution should prevent profanity communication at the Email Gateway level.	
1.15.	The bidder / OEM should also conduct regular audits, VAPT, etc. on his own and share the reports with the bank.	
1.16.	Bank may conduct VAPT / Audits through Bank's officials / authorised partners regulators. Bidder has to support and coordinate in implementation / compliance / closure of any vulnerabilities / observations / recommendations related to Email Solution provided by the Auditors, at no additional Cost.	
1.17.	In case of incidents like security breaches, the solution should support to notify Bank on real time basis	
2.	Technical Requirements:	
2.1.	The email data should be hosted on cloud in data centers located in India only, with High Availability & High Performance.	
2.2.	The Disaster Recovery Centre setup for the proposed solution should be available, working in Active-Active mode with the Primary Data Centre & it should also be located in India.	
2.3.	DC & DRC set up must comply with all regulatory guidelines defined for providing cloud based services in India.	
2.4.	The solution should conform to all the industry level certifications like ISO 27001:2013, SSAE/SOC, SOC 2, SOC 3, ISO27018, etc. The bidder has to submit Copy of these Certifications in the Technical Bid and the same should be valid till the Contractual Period. If the same is not valid till the Contract Period, bidder has to submit Undertaking that the same shall be renewed as and when due for renewal till the Contractual period.	
2.5.	The solution should support SLA Monitoring on 24x7x365 basis.	
2.6.	Delivery of Mails should be near real- time between the receiver and sender.	
2.7.	The solution should be through Internet / VPN connected to Bank's DC and DRC.	
2.8.	Onsite Support should be available from 8 AM to 8 PM on Bank's all working days for a period of One year from the Start Date of implementation of the solution. However, in case of exigencies & any urgency, the Support shall be provided on Holidays & Non-working days, as and when required by the Bank. No additional Cost / Charges shall be paid by the Bank for such requirements. The Onsite Support should be skilled & technically efficient on the proposed E-mail solution.	
2.9.	The Bank reserve the right to continue/renew the Onsite Support Services beyond One Year based on the satisfactory performance of the Resident Engineer and shall terminate the services by giving 30 days' notice period to the bidder. Also, if the performance of the Onsite Resource is not satisfactory, bidder has to replace the same within 15 days from the date of Communication to the Bank.	
2.10.	Helpdesk support should be available on 24 x 7x 365 Basis through E-mail & Toll Free Number.	
2.11.	The solution should support Industry Standard Protocols such SMTP, POP3, IMAP, etc.	
2.12.	The solution should support both Email Client and Web access for the Users.	
2.13.	The Web Access should be feature-rich and bandwidth efficient such that users working on slow WAN Connectivity / Low Bandwidth are also able to access Email facility smoothly.	

2.14.	The proposed solution should maintain and manage the entire logs such as Users, Date and Time of Access, Source IP Address, etc. with regard to the Enterprise Email Solution offered to the Bank. The Logs shall be shared to the Bank, as and when required by the Bank.	
2.15.	The Solution should support Unlimited Personal Archival and Unlimited Compliance Archival for 8 Years.	
2.16.	Disclosure of any Data related to Email solution should be shared only upon approval from the Bank.	
2.17.	The solution should support bulk mailing functionalities for sending promotional mails to the customers and newsletters to the staff / customers. The bulk mailing traffic should go through without hindering the normal business communications and day-to-day mails and also without any delays / congestions.	
2.18.	The solution should support minimum 15 Lacs bulk mails per day. It should be scalable as per Bank's requirement.	
2.19.	The solution should be able to send automated mails getting triggered from several servers of the Bank, through SMTP relay service.	
2.20.	The solution should be able to integrate with existing SIEM (security information and event management) Tool & SOC Setup of the Bank. The bidder shall grant full access to the Bank to all security logs related to e-mails which is critical for improving incident response.	
2.21.	The solution should support multiple domains on single application.	
2.22.	The solution should support sending & receiving all type of file attachments. However, capability to create Mailing Lists, Access Control Levels, ability to control Attachment sizes, types, extensions, etc. should be able to be managed centrally as per Bank's IT Security Policy & Advisory/ Best Industry Standards.	
2.23.	The Solution should provide a Front-end user management portal to the Bank's Administrators.	
2.24.	The Solution should support Mail Queue Management / Priority Management and should also handle SMTP Secured connection.	
2.25.	The Solution should be capable to provide access from Mobile devices / Mobile Apps with real time syncing of mails between all the access points and should support third party email clients.	
2.26.	The Solution should have the functionality for Self-password reset.	
2.27.	The solution should be accessible through the Bank's Corporate WAN and also over the Public Internet. However, the solution should support Multi-factor authentication for Clients / Web Access when accessed over the Public Internet (external to Bank's Corporate WAN) through OTP via SMS	
2.28.	Data Loss Prevention (DLP) capabilities: The solution should keep organization safe from users accidentally / intentionally sending sensitive information to unauthorized people. At least, three categories of actions should be performed:	
a	Block sensitive content mail from being sent based on policies.	
b	Provide Policy Tips to users on real time basis to inform policy violations before sensitive data is sent.	
c	Provide alerts to Administrators on real time basis when any user has triggered any policy violations	
2.29.	The solution should provide a platform that support framing of DLP Policies as per the requirements of the Bank, as and when required, during the Contract Period.	
2.30.	The solution should support integration with authentication servers and integration with applications using API. SSO with windows desktop credentials should be enabled.	
2.31.	The solution should be able to send and receive authenticated and encrypted emails and archived mail backup and restore at user level.	



2.32.	The proposed Mail Messaging OEM Application should be an enterprise class, commercially available solution and should have a version history / published future roadmap.	
2.33.	The Solution should support to mark / filter Spam / Junk mail management to administrators and end users.	
2.34.	The solution should support sending & receiving of attachments in email, on mobile devices.	
2.35.	The solution should support features like mail search, calendar and task management, reminders, meetings setup along with desktop sharing capabilities from all types of clients - thick / fat & thin browser clients.	
2.36.	The solution should provide high scalability and no capacity / performance issues due to sizing of hardware / storage etc.	
2.37.	The solution should be scalable to support also higher mailbox size as & when required.	
2.38.	The proposed solution should be able to cater to minimum 75,000 users with all the features enabled initially and should be scalable up to bank's requirement in future.	
2.39.	The Solution should support Unlimited Personal Archival and Unlimited Compliance Archival for 8 Years.	
2.40.	The solution should have ability to convert calendar invite to web-conference from within the invite instead of separate application / process.	
2.41.	The solution should be able to see User Presence and initiate Instant Messaging / Mail from within the mail client.	
2.42.	The solution should be able for email client users to join conferences from the meeting reminder, without opening the meeting invitation.	
2.43.	The Solution should be able to log / archive a variety of content for compliance purposes. This content includes Instant Messaging (IM) transcripts / chats, meeting attendance and roles, content added / shared / deleted, slide flips, original content files, attachments, and meeting transcripts.	
2.44.	The solution should have ability for mobile clients to have Contacts lists, and IM.	
2.45.	The solution should support Creation of Rules / Organizing Emails, Folders, etc. in the mailbox, for Clients and Web Access.	
2.46.	The solution should support creation on policies to automatically deliver email from primary mailbox to archive mailbox after certain number of days.	
2.47.	The solution should support conditional mail routing for email users on different email domains.	
2.48.	IM Conversation should be secured by appropriate IP protocol (indicate protocol(s) included).	
2.49.	The solution should have ability to paste objects, files and URLs into IM message before sending mail/s.	
2.50.	IM should be able to be initiated from the availability of contact in IM contact list.	
2.51.	Ability to search and retrieve content from archive based on date, sender / recipient, content, etc.	
2.52.	The users should be able to participate in group chat via a chat room client that can co-exist with other IM capable user clients, including the following client types: the standard UC client being proposed, the web UC client being proposed, and / or a mobile UC or IM-type client.	
2.53.	The solution should support users to post Uniform Resource Locators (URLs) to provide links to web resources from the group chat room. Users can access the web resource simply by clicking the URL.	
2.54.	Any group chat room may be set up as a private room such that only the users who are invited to join the room by a Chat Room Manager can see the existence of the	



	chat room in the chat room directory and join the chat room.	
2.55.	Ability to generate log file entries for group chat an ability to connect from outside the office, anywhere with an Internet connection on Desktops, Mobiles, Tablets, Laptops, etc.	
2.56.	The solution should have the ability to use a Desktops, Mobiles, Tablets, Laptop, etc. for a complete user experience outside the office through Internet / Mobile Data Networks. However, the solution should have the provision to enable / disable access to the Corporate Mailing Solution for user /user groups, from outside the Corporate WAN, through Internet / Mobile Data Networks. The solution should have the provision to enable / disable Syncing of Corporate Mailing Solution in Mobiles / Tablets for user / user groups.	
2.57.	The solution should provide Control Features for the Bank's Administrators through the Admin Portal, to exercise control over enabling / disabling access for user /user groups to the Corporate Mailing Solution from outside the Corporate WAN, through Internet / Mobile Data Networks and Syncing of Corporate Mailing Solution in Mobiles / Tablets, as and when required during the Contract Period.	
2.58.	The successful bidder should ensure implementation, integration & commissioning of the entire solution, along with the migration of existing email data, including the Compliance Archival data and complete all works as specified in the Scope of Work of this RFP within Three Months from the date of acceptance the Purchase Order.	
2.59.	Ability to insert, copy, paste Word documents, Spreadsheets, Presentations and Digital Notebook Objects in emails.	
2.60.	The email content / email database should not be viewed by anyone except Bank / Bank's authorized officials. Bidder / Bidder's Partners should not have access to Mail Box of Users.	
2.61.	The proposed solution should provide all the necessary access control mechanisms to manage user by the Bank. The solution should be capable of managing authorization & capabilities of users or user groups.	
2.62.	Recovery Time Objective (RTO) should be less than 30 minutes and Recovery Point Objective (RPO) should be nearly zero data loss.	
2.63.	The solution should be easily portable back from cloud and should have the additional feature of interoperability to other Service Providers.	
2.64.	In the event of Bank deciding to terminate the contract and moving the Solution / Data to in-house or to any other Service Providers, the Bidder and OEM should handhold the migration process until the entire Solution / Data gets ported completely	
2.65.	The bidders conforming to the eligibility criteria as mentioned in this RFP shall be required to conduct a Proof of Concept (POC) for the proposed solution during the technical evaluation process and only upon satisfactory demonstration of all features / integrations mentioned in this RFP document, the Bank at its discretion shall consider to proceed with the same. The POC is to be conducted without any commitments & commercials from the Bank	
3.	Performance Requirement:	
3.1.	The proposed solution should provide an uptime of 99.9 % and in case of failures, LD shall be deducted as per the Uptime Clause.	
3.2.	Response time for accessing the mail should be less than 5 seconds	
4.	Security Requirements:	
4.1.	The solution should Conform to Bank's IT/IS policy guidelines, Cloud Policy, RBI Cyber Security Policy & other relevant Guidelines, IDRBT & Cert-In recommendations/ guidelines during the entire Contract Period.	



4.2.	The Solution should have a Sender Policy Framework (SPF) designed to detect email spoofing by providing a mechanism to allow receiving mail exchangers to check that incoming mail from a domain comes from a host authorized by that domain's administrators. Also, DKIM and DMARC Tool should be available in the Email Solution.	
4.3.	No data should be kept outside the boundaries of India at any point of time.	
4.4.	Solution should be able to integrate with Bank's AD security policies and authentication store.	
4.5.	It is desirable that the proposed Solution is provided on dedicated servers to have more control over Banks data due to compliance / security related aspects. However, is the same is not feasible, adequate logical segregation should be available for Bank's solution from bidder's other Customers/Partners.	
4.6.	A clear demarcation should be available for the data hosted by the Bank in the cloud, with the data of other organizations / customers.	
4.7.	The solution should have the necessary security mechanism for preventing Zero Hour Threats, Remote access threats, Targeted and blended attacks including, but not limited to, anti APT solution denial of service, distributed denial of services (DDoS), spam, malware, spyware, Ransomware, Cryptoware, Botnets, Phishing, spear phishing, whaling, vishing frauds, drive-by downloads, browser gateway fraud, ghost administrator exploits, identity frauds, memory update frauds, password related frauds, business email compromise (BEC), stealthy attacks, etc. covering all protocols viz., SMTP, POP3 & IMAP.	
4.8.	The solution should have Hardware & Software based Spam-Filtering mechanism.	
4.9.	The solution should also have in-built threat control mechanism to restrict unsolicited, untrustworthy, malicious Email messages.	
4.10.	The solution should protect user from Identity Theft.	
4.11.	The solution should support industry standard encryptions such as AES-256, TLS 1.1 (without CBC Mode Encryption) or above and relevant secure versions as and when released during the entire Contract Period between Server to Server & Server to Mail Clients. Also, Email Data at rest and transit should be encrypted.	
4.12.	The solution should support password policy of the Bank.	
4.13.	Web Access to Email should be through HTTPS (latest SSL Certificate should be installed).	
4.14.	The solution should support Digital Signature of Email messages and encryption at rest & Transit.	
4.15.	The solution should support Advanced Sandboxing capabilities to detect Malicious Emails including attachments from Day one.	
4.16.	Bidder shall be responsible for data and application privacy and confidentiality as well as system and software access control and administration of the entire solution	
5.	Hardware / Software / Network Requirements:	
5.1.	As the proposed solution will be hosted on cloud, no hardware procurement/management will be done by the Bank. The solution should be highly scalable and should support minimum 75,000 email boxes with all the features / services enabled for all the users as per the RFP during the Contract Period.	
5.2.	However, in case of additional hardware / software requirement to integrate with the existing AD Solution of the Bank, bidder has to conduct the Site Survey and provide the recommendations of such requirement in the technical bid.	
5.3.	The bidder should submit proposed Solution Document, High Level Architectural Document and Migration Plan, all vetted by the OEM, in the technical Bid.	
5.4.	In case any additional setup is required on premises/off premises, the cost of such additional setup like hardware, software, OS, run time environment, middleware,	



	Maintenance & Support, etc. should be included in the commercials.	
5.5.	The bidder shall provide detailed integration plan of the proposed solution with the Bank's DC and DRC Infrastructure along with the bandwidth requirements, in the technical bid.	
5.6.	In case, the integration is proposed over a dedicated Leased Line / MPLS Connectivity, the Bidder shall provide the required Network Infrastructure from the Cloud to Bank's DC and DRC. The Network Infrastructure shall include all Email Gateway Links, Network Devices and Maintenance of such Links and Devices. Ownership / SLA for the Links shall be also part of the SLA for the Email solution. The link should be Upgradable to Higher Bandwidths as per the Bank's utilisation at no additional cost.	
5.7.	The central database of users will be maintained in Bank premises by the Bank which will act as central authentication system.	
6.	Integration / Migration Requirements:	
6.1.	The bidder has to migrate the existing data (Email of the users, User profiles, Archived Emails, etc.) on to the proposed solution. Bidder has to ensure that the existing data should be fully convertible without any data loss.	
6.2.	In case, the existing data is not compatible with the new solution offered, bidder has to convert the data so as to migrate to the new solution proposed by the bidder at no additional cost.	
6.3.	The Bidder's onsite resources shall coordinate with the existing email service provider for the migration of existing data (Email of the users, User profiles, Archived Emails, etc.) on to the proposed solution	
7.	Onsite Support:	
7.1.	The Bidder shall depute required dedicated resources to provide onsite support from 8:00 AM to 8:00 PM, Monday to Saturday, at the Bank's IT Headquarters at Bangalore for managing the proposed email solution of the Bank.	
7.2.	In case of exigencies, even during off business hours / bank holidays / drills, the resources may be required to be present onsite.	
7.3.	The Bidder shall be responsible for the configuration, operation, maintenance & troubleshooting of the proposed solution.	
7.4.	The Bidder shall be responsible for attending the issues related to emails and other features and facilities as proposed as part of the solution in this RFP and for taking up any issues reported by the Bank with the OEM and following up for getting solution and implementing the same.	
7.5.	The Bidder shall provide daily / weekly / monthly reports on the active mailboxes on different profiles, activity reports, system health / performance reports and other reports as specified by the Bank, as and when required.	
7.6.	The Bidder's onsite resource shall coordinate with the Bank's AMC Partners and support them on resolving any issues regarding emails and other features and facilities as proposed as part of the solution in this RFP at the branch / office PCs / Endpoints.	
7.7.	The Bidder's onsite resources shall be responsible for framing the required policies like DLP, etc. in the solution platform, as per the requirements of the Bank, as and when required, during the Contract Period.	
7.8.	The Bidder's onsite resources shall coordinate with the OEM for any issues regarding virus, malware, spam, zero-day attacks, sandboxing of threat files, etc. happening at the email gateway level.	
7.9.	The Bidder's onsite resources shall provide periodic reports to the Bank on the incidents as mentioned above and shall also provide detailed analytic reports / RCAs of any such incidents, in consultation with the OEM, as and when required by the Bank.	

8.	Qualification & Experience of Personnel Deputed for Onsite Support:	
8.1.	The product installation and maintenance shall be done by trained & experienced personnel having current knowledge on the proposed solution, Operating Systems, Networking, Firewall / IPS, Information Security awareness.	
8.2.	The Vendor support person / engineer deputed to the Bank is liable to be interviewed by the Bank's Technical Team at its IT Headquarters at Bangalore for ascertaining his / her suitability and only upon the clearance from the Bank's Technical Team, he / she will be permitted to work	
8.3.	Among the required dedicated support resources, one shall be a Senior Engineer with the below mentioned Academic Qualifications and Operational Experience. Should have minimum BE / B Tech / MCA Degree or Equivalent with minimum 3 years of relevant experience in similar solutions as proposed in this RFP. (OR) Should have minimum Diploma in Computer Science / E&C / IT / similar technology related stream or Equivalent with minimum 5 years of relevant experience in similar solutions as proposed in this RFP.	
8.4.	The other support resources shall be having Diploma in Computer Science / E&C / IT / similar technology related stream or Equivalent (OR) BE / B Tech / MCA Degree or Equivalent with minimum 1 year post qualification experience in IT / ITES / IT Support areas.	
8.5.	All resources deputed to the bank for the support of the proposed email solution, irrespective of the above mentioned qualifications should be having or should obtain Certification from the respective OEM as appropriate to the scope of the project within 3 months of deputing to the Bank.	
8.6.	Any later substitution / replacement of resources is to be done in compliance to these minimum requisites. These are the minimum qualification and experience stipulated by the Bank. However, the Vendor may depute Support engineer / personnel with higher qualifications / experience.	
9.	Training:	
9.1.	The selected bidder shall provide training to the designated officials of the Bank, through the OEM's Authorized / Certified Trainers on the installation, configuration, operation, functionalities, maintenance, troubleshooting, support & administration for the various components viz, software, hardware, database, OS, middleware, application architecture, etc. of the proposed solution.	
9.2.	The solution provider should arrange	
a	One time L3 (Highest Level) hands on Administrator Training in the OEM's Lab to Bank's designated officials on the above aspects.	
b	Yearly refresher course for L3 Administrator Training in the OEM's lab.	
c	Video, web and offline document, webinar based training for end users	
10.	Bulk Mailing Requirements:	
10.1.	The solution should support bulk mailing functionalities for sending promotional mails to the customers and newsletters to the staff / customers. The bulk mailing traffic should go through without hindering the normal business communications and day-to-day mails and also without any delays / congestions.	
10.2.	The solution should have the capability for sending minimum Fifteen Lakh e-mails per day. It should be scalable as per Bank's requirement.	
10.3.	Bank proposes to send bulk emails (Indicative figure of Five Crore emails annually) to its staff/customers/agents/stake-holders as per Bank's requirement.	
10.4.	The bidder should supply, implement and maintain the bulk email solution during the contract period.	
10.5.	The bidder has to use their email gateway for sending the bulk emails. Banks DNS will be configured to add the required TXT - SPF record.	

10.6.	The solution should be configured with the necessary precautionary measures at its email-gateway level for email spoofing (both as sender as well as receiver) used for sending bulk e-mails.	
10.7.	The bidder should ensure necessary measures to prevent identical mail domains.	
10.8.	Incoming email should be configured to accept only acknowledgement and no-reply other than this. Protection of attachments also to be taken care by the bidder.	
10.9.	The bidder has to set up adequate no. of Public IP's for meeting the bank's bulk mailing requirements.	
10.10.	The solution should be able to send automated mails getting triggered from several servers of the Bank, through SMTP relay service.	
10.11.	The solution should be able to integrate with all the existing and future Bank's Core Banking application and other in-house / business applications for sending Emails/notifications/auto generated mails to its staff/customers/agents/stakeholders as per Bank's requirement.	
10.12.	There will be two types of emails being sent out to customers:	
10.13.	Transactional Emails: These are password-protected statements of customers sent out on a daily, weekly, fortnightly, monthly, quarterly, half-yearly and yearly basis and from time to time. The Bank would create statements of the customers and provide the same along with the customer's email addresses list on a portable media or through STP (Straight Through Processing). The bidder needs to install and configure the necessary Application Software and needs to send transaction emails to the customers through their email delivery system and furnish a report on the status of delivery to the Bank for every batch of emails sent. The Application should also support for sending bilingual/multilingual emails.	
10.14.	Promotional Emails: Promotional mails have a single text/graphics content that is common to all the customers. While the content of the mail is the same, it would be emailed to all the customers indicated in the list. Accordingly, there should be an Application/Client service from the bidder, made available at the Bank site using which the desired promotional emails may be uploaded to the bulk email application system. The bidder will send the emails uploaded to their system, the final broadcasted file format should be in HTML or Text based on requirement, to the respective individual customer and furnish a report to the Bank on the status of delivery of the mails for the batch of mails so sent. There should be a contingent arrangement to forward the promotional emails.	
10.15.	The solution should be capable for sending across sample e-mails to few email-addresses specified, before processing any batch of bulk emails received from the Bank.	
10.16.	The solution should support periodical broadcasting of Promotional, Interactive and transactional emails from time to time.	
10.17.	The bidder should provide active support for importing master email lists/criteria based email lists as per the periodical requirements from time to time.	
10.18.	The solution should support integration of pre-existing customized PDF, DOC or any other file (Transactional emails) pre-fit for sending it to the customers.	
10.19.	The solution should support integration of promotional mail content pre-fit for broadcasting and broadcasting the same.	
10.20.	The bidder should provide delivery assurance of the emails within a period of 72 hours for promotional emails from the receipt of go-ahead from the Bank.	
10.21.	The bidder should provide delivery assurance of the emails within a period of 24 hours for transactional emails from the receipt of go-ahead from the Bank.	
10.22.	The bidder should provide periodical broadcast reports like email delivery success / failure status report / statistic report to the Bank for every batch of emails sent, on completion of the assignment, time to time. The bidder should also provide	

	management console to the Bank.	
10.23.	The bidder should ensure that mails sent are not getting classified as junk mail or spam mail by leading email service providers like Gmail, Yahoo, Hotmail, etc.	
10.24.	The bidder should ensure 24 X 7 X 365 online support for the bulk email services.	
10.25.	The solution should be capable enough to handle promotional and transactional email broadcasting simultaneously.	
10.26.	The solution should have the facility to pause/resume an ongoing activity to initiate another urgent activity.	
10.27.	The bidder should ensure the necessary technical and maintenance support of solution including upgradation of any software, applying of patches, and periodic data backup as required by the Bank without any additional cost to the Bank. Data to be purged at the end of the month of broadcasting.	
10.28.	The solution should support separate unsubscribe options for both promotional and transactional emails. The application software should have option to suppress individual email based on email or with other credentials available in the imported email list.	
10.29.	Generation of Transactional emails will be handled by the bank. The Transactional emails will be password protected and the bank will provide corresponding email ids for each transactional file generated. The required content/body of the transactional email part should be handled by the bidder. The support and services required for design and creating content/body of the transactional mail is the responsibility of the bidder. The content/body of the transactional mail may have images which may change time to time.	
10.30.	The bidder shall be responsible for notification of new versions / releases of all the provided software including the environmental and Support software/database and supervise their implementation.	
10.31.	The bidder shall undertake immediate bug fix actions in the event of software failure causing an interruption to the services.	
10.32.	The solution should support Disclaimer in the E-mail. The Disclaimer should be customizable as per the Bank's requirement.	
10.33.	The bidder shall be responsible for warming up necessary Public IP addresses capable enough to cater the Transactional & Promotion bulk mailing requirements of the Bank.	
10.34.	Training should be provided to Banks officials on day to day operations, post implementation of solutions at the Bank's IT Headquarters at Bangalore. SOP (Standard Operating Procedures), user manuals and admin guides should be submitted during training session.	
10.35.	The bidder should submit the MIS details of sending emails, acknowledgments, etc. on a regular basis.	
10.36.	The solution should support personalization on addressing the customers like "Dear Mr. /Mrs. /Ms. XXXX, etc.", on emails sent to individual customers.	
10.37.	The bidder should use their own email gateway to send the emails. The public IP addresses from different service providers are preferable to keep redundancy and continuous business processing.	
10.38.	The onsite support resources of the Bidder should support and coordinate for all the bulk email services also, but not limited to, as mentioned in the scope.	
10.39.	The bidders shall be liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with the successful bidder. Bidders should ensure Data Security and protection of facilities/application managed by them.	
10.40.	The deputed persons should be aware about Bank's IT/IS/Cyber security policy and have to maintain utmost secrecy & confidentiality of the Bank's data	



	including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised/disclosed/ misused/ misappropriated then Bank would take suitable action as deemed fit and the selected bidder would be required to compensate the bank to the fullest extent of loss incurred by the bank.	
10.41.	The bidder shall provide detailed integration plan of the proposed solution with the Bank's DC and DRC Infrastructure along with the bandwidth requirements, vetted by the OEM, in the technical bid.	
10.42.	The bidder should submit the high-level architecture of the proposed solution, vetted by the OEM, along with the Technical Bid.	

Date

Signature with seal

Name :

Designation :



