

No. EI-D/Tech/6-14/2012

Dated: 17.04.2013

To

All the prospective bidders


Subject: Tender for upgradation / migration of Mail Messaging System
Installed at ERNET India

Sir

Kindly refer to the tender document dated 19.12.2012 uploaded on ERNET website and subsequent queries of the bidders received and deliberated in pre-bid meeting on 04.01.2013 in ERNET India.

ERNET response to the queries of the bidders is attached herewith. All the prospective bidders are requested to kindly submit their bids in conformity with the tender document and ERNET response to the queries of the bidders by 03.05.2013 by 3.00 PM. Bids will be open on the same day on 3.30 PM. All the prospective bidders are requested to direct their representative to attend the bid opening process.

Yours faithfully,


(Dinesh Kumar Dixit)
Registrar & CPO

ERNET's Response to the Vendors Queries for Tender No. EI-D/Tech/6-14/2012, on the Subject "Tender Document for Upgradation / Migration of Mail Messaging System Installed at ERNET India "		ERNET's Clarification / Reply
S. No.	Clause No.	Description of the Clause
1	Section B, Clause 17	Earnest Money (EMD Value)
2	General	Proposed clause
3	Section F, Clause 2.3, pt. no. 10 (Storage Capacity)	Bidder may propose the higher Storage Capacity to ensure 20000 users with 2 GB of avg. capacity for per user.
4	Section B, Clause 5.6,	If the uptime goes below the prescribed limit in any quarter, penalties will be imposed as per tender clause.
5	Mailing Reports	Proposed clause
6	Quality of Hardware	Proposed clause
7	Section C, Clause 2.2	To carry out the migration from existing Sun Java messaging system to a newly proposed mailing solution and replace the existing hardware with new hardware in cluster environment. The solution should run on Linux based platform.
8	Section D, Clause 1.4	Bidder should have toll free number for customer care.
9	Section E, Clause 6.5	The Bidder should submit the complete migration plan in the bid. The successful bidder shall discuss and finalize the migration plan as ERNET directions and timelines. The existing mail messaging system being a five infrastructure must be migrated to new system in close coordination with ERNET and by taking extreme care for continuation of user end services.
10	Section E, clause 6.8	Bidder should ensure to optimally use the existing hardware while proposing the final BoM.
11	Section F, Clause 2.1, pt. no. 3 (Server for various...)	Cache: 10 MB, Support up to 20 MB
12	Section F, Clause 2.1, pt. no. 5 (Server for various...)	Optical Drive 16x or higher DVDRW
13	Section F, Clause 2.1, pt. no. 14 (Server for various...)	VGA ports 1 front/1 back
14	Section F, Clause 2.1, pt. no. 7 (Server for various...)	Internal Storage required: 2x500GB SAS Hot Swap HDD

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ERNET's Clarification / Reply

This is a Typographical error, EMD value may be read as "five lakhs". For BG format, kindly refer Annexure - III.

No Change.

Explanation of the clause: "The total storage capacity will be divided among 20000 users based on ERNET's requirement. For revised storage capacity, Kindly ref. reply given at S. No. 41".

Clause may be read as: "If the uptime goes below the prescribed limit in any quarter, penalties will be imposed as per below. "Uptime Penalty in % of Monthly AMC payments. >=99.9 ----- 0 10 percent on every 0.1 percent of downtime".

No Change.

No Change.

Clause may be read as: "To carry out the migration from existing Sun Java messaging system to a newly proposed mailing solution and replace the existing hardware with new hardware in cluster environment. The bidder should carry out the complete installation, migration, integration, roll out of the new system at Delhi and establish a DR site at Bangalore".

Clause may be read as: "Bidder/OEM should have toll free number for customer care".

Tender/ RFP is self explanatory. "Pls. ref. Annexure - I under section G and various clauses of Section C & E".

Explanation of the clause: Kindly ref. reply given above at S. No. 9.

Explanation of the clause: "10 MB Cache is required".

Clause may be read as: "DVDRW or Multi burner optical drive".

Explanation of the clause: "Only 01 VGA port is required either in front or back".

Clause may be read as: "Internal Storage required: Min. 700 GB usable capacity in Raid 5 configuration using SAS Hot Swap HDD".

15	Section F, Clause 2.3, Storage	Note: Bidder should also ensure provisioning of sufficient storage capacity for backup of mails for minimum 30 days at DR site.	Tender/ RFP is self explanatory.
16	Section F, Clause 2.3, Storage	Note. Bidder should also ensure provisioning of sufficient storage capacity for backup of mails for minimum 30 days at DR site.	Explanation of the clause: "Backup should be taken in storage disk only.
17	Section F, Clause 2.4, Pt. no. 2 (SAN Switch)	The SAN Switches should support 4 Gbps ports and should be capable of Auto negotiating 4 Gbps/2Gbps/1Gbps.	No Change.
18	General	Back UP Sizing	Tender/ RFP is self explanatory.
19	Section F, Clause 2.2, Pt. no. 5 (Mail Messaging Software)	Should provide for cross platform support for Solaris,AIX, OS/400,Linux and Microsoft Windows.	The clause Stands deleted.
20	Section F, Clause 2.2, Pt. no. 9 (Mail Messaging Software)	Should Support Automated Fault recovery across different operating platforms.	The clause Stands deleted.
21	Section F, Clause 2.2, Pt. no. 10 (Mail Messaging Software)	Should have integrated Instant messaging awareness and chat.	No Change.
22	General		Explanation of the clause: "Kindly ref. reply given above at S. No. 3"
23	General		Tender/ RFP is self explanatory.
24	General		Tender/ RFP is self explanatory.
25	General		Explanation of the clause: "Kindly ref. Scope of work under Section C"
26	General		Tender/ RFP is self explanatory.
27	Section F, Clause 2.2, Pt. no. 37 (Mail Messaging Software)	Should provide support for simple, flexible administration via a web browser. All the functionality of system including registration of users for Native Client/POP/IMAP/HTTP etc	Explanation of the clause: " Both Thick Client and Web Console should provide full Administration functionality".
28	Section F, Clause 2.2, Pt. no. 53 (Mail Messaging Software)	Solution should have options to create/view document, presentation and spreadsheet.	Explanation of the clause: "Bidder to provide the functionality which will allow users to create/view Documents, Spreadsheets and Presentations. "
29	Section F, Clause 2.2, Pt. no. 67 (Mail Messaging Software)	Should support for offline support via the Browser.	The clause Stands deleted.

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30	Section F, Clause 2.2, Pt. no. 96 (Mail Messaging Software)	All Web mail functionality should be accessible through web browsers.	Explanation of the clause: "ERNET being a service provider offering mail services to its user and majority of users are going to access email through Webmail".
31	Section F, Clause 2.2, Pt. no. 97 (Mail Messaging Software)	Rich, interactive, web-based interface for end user functions (access via HTTP or HTTPS)	Clause may be read as: "Rich, interactive, web-based interface for end user functions (access via HTTP and HTTPS)".
32	Section F, Clause 2.2, Pt. no. 103 (Mail Messaging Software)	Users can search from within the Web Client.	Clause may be read as: "Users can search all folders with in the web client".
33	Section F, Clause 2.2, Pt. no. 142-147 (Mail Messaging Software)		No Change.
34	Section F, Clause 2.2, Pt. no. 142-147 (Mail Messaging Software)		No Change.
35	Section F, Clause 2.2, Pt. no. 142-147 (Mail Messaging Software)		The specific functionality already asked in the RFP.
36	Section F, Clause 2.2, Pt. no. 142-147 (Mail Messaging Software)		The specific functionality already asked in the RFP.
37	Section F, Clause 2.2, Pt. no. 142-147 (Mail Messaging Software)		The specific functionality already asked in the RFP.
38	Section F, Clause 2.2, Pt. no. 148-149 (Mail Messaging Software)		The specific functionality already asked in the RFP.
39	Section F, Clause 2.2, Pt. no. 154 (Mail Messaging Software)	Deploy the Mobile server Service on Linux as well as Microsoft Windows	Clause may be read as: Deploy the Mobile server Service on offered platform.

40	Section F, Clause 2.2, Pt. no. 158 (Mail Messaging Software)	The proposed cluster Solution should support Ethernet and disk based cluster heartbeat link.	No Change.
41	Section F, Clause 2.2, Pt. no. 158 (Mail Messaging Software)	The Storage Array shall be offered with 5 TB usable Capacity using 900GB SAS drives RAID 5 with global spare Hard disk. Storage shall be scalable to 192 numbers of drives	Clause may be read as: "The Storage Array shall be offered with 10 TB usable Capacity SAS drives in RAID 5 configuration with global spare Hard disk. Storage shall be scalable to min. 50 percent of existing capacity."
42	Section B, Clause 60	New Clause	New Clause inserted at Section B, Clause 60: "All the equipment & devices should be properly configured. There should not be any deliberated vulnerability left in the equipment. In case, any deliberate vulnerability is observed in the equipment later on, the bidder/OEM of the equipment/systems should be liable to penalty as per DoT Amendment of ISP License agreement for security related concern no. 820-01/2006-LR.(Vol.II) Pt. dated 03.06.2011. An undertaking to this effect should be given by the bidder/OEM".