



Request for Proposal for Implementation & Maintenance of Enterprise Mail Messaging Solution.

[Ref: LIC/CO/IT-BPR/EMS/RFP/2018-19]

Dated: 03/10/2018

Revised Annexures IX to XII

w.r.t Corrigendum 4 to RFP dated 29/11/2018

Annexure – IX: Conformity with Eligibility Criteria

Eligibility Criteria

#	Criteria	Documents to be submitted*	Whether Complied (Y/N) Provide Details with Page Number
1	Bidder should be a registered company in India under Companies Act, 1956/2013 and should have been in operation for at least three years as on date of RFP.	Copies of the Certificate of Incorporation. Name of the Company: Date of Registration: CIN no: GST Registration No.	
2	The bidder should be an System Integrator for a minimum period of three (3) years as on the date of release of this RFP	Copies of the Articles of Association and Memorandum of Association	
3	Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained proposed E-Mail Messaging Solution comprising 5,000 and more mailboxes each in at least 2 organisations, in the specific delivery method i.e. on-premises, in India, in the last 5 financial years (2013-14,2014-15,2015-16, 2016-17,2017-18). For this purpose, the implementation start date/Purchase Order Date as well as completion date/Go- Live should be within last 5 Financial years.For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go-Live should be within last 3 Financial years.	Copies of either the purchase order or work order or Service Contract or Work Completion Certificate or Sign Off document, along with Client Reference Format (Annexure – IV) for each organisation submitted as reference. The documentary evidence submitted should reflect the contract start date & implemented during the last 3 financial years (2015-16, 2016-17, 2017-18)	

#	Criteria	Documents to be submitted*	Whether Complied (Y/N) Provide Details with Page Number
4	The proposed Mail Messaging Solution should be have been implemented and be live with 50,000 or more mailboxes in at least one organisation . This condition is for OEM	Copies of either the purchase order or work order or Service Contract or Work Completion Certificate or Sign Off document, along with Client Reference Format (Annexure – IV) for each organisation submitted as reference. The documentary evidence submitted should reflect whether the solution is running at present	
5	The proposed Mail Messaging Solution should be Enterprise Grade and be present in any of the quadrants of Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	Copies of Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017. Provide Name and version of proposed solution and name of OEM	
6	Bidder should be a OEM certified LSP (Large Solution Provider) / CSP (Cloud Service Provider) Gold Partner /Highest Level Partner and as such duly authorized to sign Agreement with OEM and to supply OEM's products and should have back to back support agreement with OEM	Bidder should provide a letter from OEM(s), certifying that the bidder is a LSP (Large Solution Provider)/ CSP (Cloud Service Provider) Gold Partner/Highest Level Partner of the OEM and duly authorised to sign Agreement with OEM and to supply OEM's products/ services and has back to back support agreement with OEM for software. Manufacturer's Authorization Form (MAF) as given in Annexure XV is to be provided for Hardware & Software	

#	Criteria	Documents to be submitted*	Whether Complied (Y/N) Provide Details with Page Number															
7	Bidder must have minimum annual turnover of Rs. 50 crores in each of the last three financial years 2015-16, 2016-17,2017-18) should also have made profit (before tax) in at least two of the three or three out of five previous financial years.	Copies of Audited Financial statements to be enclosed. Please enclose a certificate confirming above figures from CA/statutory auditors of company if, separate final accounts are not available. <table><tr><th colspan="3">Turnover and profit (figures in INR crores)</th></tr><tr><th>FY</th><th>Annual Turnover</th><th>Profit (before tax)</th></tr><tr><td>2015-16</td><td></td><td></td></tr><tr><td>2016-17</td><td></td><td></td></tr><tr><td>2017-18</td><td></td><td></td></tr></table>	Turnover and profit (figures in INR crores)			FY	Annual Turnover	Profit (before tax)	2015-16			2016-17			2017-18			
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FY	Annual Turnover	Profit (before tax)																
2015-16																		
2016-17																		
2017-18																		
8	The bidder should have positive net worth in each of the last three financial years (2015-16, 2016-17, 2017-18)	CA/Statutory Auditor certificate or Documentary evidence to the satisfaction of LIC, to prove positive net worth during last three financial years (2015-16, 2016-17,2017-18). <table><tr><th>FY</th><th>Net Worth (in crores)</th></tr><tr><td>2015-16</td><td></td></tr><tr><td>2016-17</td><td></td></tr><tr><td>2017-18</td><td></td></tr></table>	FY	Net Worth (in crores)	2015-16		2016-17		2017-18									
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2016-17																		
2017-18																		
9	The Bidder should not be blacklisted by any Government / Government of India/State/UT Government/ PSUs / Banks / Any other Institution in India or abroad during the previous 3 financial years.	Certificate from Authorised Signatory of the bidder.																

#	Criteria	Documents to be submitted*	Whether Complied (Y/N) Provide Details with Page Number
10	Bidder should not have any litigation pending against LIC or any organization which may materially impact the bidders' responsibility to implement the scope of this RFP	Undertaking signed by the Authorized Signatory of the bidder.	
11	Power of Attorney	Duly executed Power of Attorney by the Company's Board/Managing Director/Director or Board resolution in the name of the Authorized Signatory.	
12	The bidder should be registered for Goods and Services Tax	Copy of Goods and Services Tax registration certificate	
13	The bidder should have PAN number.	Copy of PAN card or Letter quoting PAN number and signed by Authorised Signatory of the bidder.	
14	The bidder should have a valid CMMI Level 3 or higher Certification	Copy of CMMI Level certificate, valid as on the date of bid submission.	

* All copies of the documents should be attested by the authorised signatory of the bidder with company seal.

For and on behalf of: _____ (Bidder)

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Date:

Annexure – X: Conformity with Technical Requirements

Bidders would be considered as technically compliant only

1. If marks obtained is 70% or more out of Maximum marks in each of the following sub headings

A-Mail Server, B- Authentication, C-Web Interface, D-Calendaring, Task, Address Book, E-Mobile Access, F-System Administration and Monitoring, G-Message Routing, H-Mail Security, I-Enterprise Directory Software, J –Management and Monitoring tool, K- Password Management Tool, L –Backup Software, M-Disaster recovery,

And also 75% of Grand Total of all the points mentioned under each of the subheading Technical Requirements

2. Bidder has to conform to all Mandatory points and provide satisfactory responses to all questions in Annexure XI -Functional requirements

A	Mail Server	Whether Complied (Yes/No)	Marks for each point if Yes, Mark=1, if No, Mark=0
1	The proposed mail solution software quoted should be commercially available software. Provide name and version of proposed solution		
2	The proposed messaging solution should be Enterprise Class E-Mail Messaging Solution including required Hardware and Software In CAPEX model with 24x7 availability to be implemented in Centralised Architecture at LIC Data Centres with an on – premises delivery method, with flexibility to move to public cloud within India, if available, at no additional license cost, in future for upto 10000 email Accounts. Give details of solution proposed	Provide delivery method: Model of business expenditure:	
3	The proposed Messaging Solution should be Enterprise Grade and be present in the Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	Provide details	
4	The messaging solution should be actively supported by enhancements/bug fixes to the existing solution by the OEM. There should be future roadmap of the solution for next 6 years.		
5	The Proposed Messaging solution should not include any individual components running on Beta version		
6	The proposed Messaging Solution should support any one of the leading platforms like Windows, AX, HP-UX, SUN SOLARIS, SUSE LINUX and RHEL.		

7	The proposed messaging solution should provide high availability and load Balancing and Disaster Recovery capability.		
8	The Proposed messaging solution should provide access of mails via secured internet access and mobiles.		
9	The messaging store should be database driven		
10	The proposed messaging solution should have built in server side filtering rule for messages.		
11	The proposed messaging solution should have option to define the maximum mail message size on a global/group/ user level basis.		
12	The proposed messaging solution should support enhanced version of Mail Relay - TLS based relay		
13	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.		
14	On reaching quota limit, user should be able to delete mails but cannot send or forward mails on both Web and Native Clients.		
15	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 users		
16	The proposed solution should provide Gateway servers for user access functions with capabilities like portal based Web Mail; push based mobile mail access, VPN less email access from internet.		
17	Solution provide tools to handle disaster recovery scenarios like re-connection to the directory services user account, support for recovery of individual or group of mailboxes, support for merging or copying recovered mailboxes		
18	Email Server should have self-healing mechanism to automatically detect service depreciated or unavailable states and take automatic remedial steps like restarting the affected services, failing over user mailbox data to healthy servers etc. without admin intervention.		
19	Messaging store should provide for support for using SAN, DAS or JBOD using SCSI or SATA disks.		
	Max Marks : 19		

B	AUTHENTICATION		
1	The proposed messaging solution should relay mails only from authenticated users.		
2	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.		
3	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.		
4	The proposed messaging solution should support standard protocols like POP3/IMAP/HTTP and SMTP /MIME over normal and secure channels		
5	The proposed messaging solution should support Simple Authentication and Security Layer (SASL)		
6	The directory server proposed with the messaging solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP v3.0		
7	The proposed messaging solution should support multiple domains on a single system.		
8	The email solution should support Mail clients having the following features viz. POP3, IMAP, LDAP, SMTP		
	Max Marks 8		

C	WEB INTERFACE		
1	All Web mail functionality should be accessible through all supported web browsers including Internet Explorer, Mozilla Firefox, Chrome, Edge in the proposed messaging solution		
2	The Web mail client should provide option to check mails during low bandwidth connection using Basic Mail client functionality.		
3	The proposed messaging solution should support configurable - timeout to automatically sign off a user if the system detects a prolonged period of inactivity.		
4	The proposed messaging solution should have rich, interactive, web-based interface for end user functions (accessible via HTTP or HTTPS)		
5	The proposed messaging solution should support automatic and manual refresh of the user interface to automatically		

	display newer messages and other updates		
6	The proposed messaging solution should provide administrators the ability to define web mail session idle time at the global level		
7	The proposed messaging solution web interface should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.		
8	The proposed messaging solution should support customization of look and feel, logo, colour themes, behavior, etc. of the web mail client		
9	The proposed messaging solution should allow users to search from within the web client.		
10	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.		
11	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.		
12	The proposed messaging solution should have the ability to render and create messages, appointments in HTML format and Text format.		
13	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.		
14	The proposed messaging solution should have the ability to check and correct spelling while composing a mail message, calendar appointment, or web Document using an interactive spell check session		
15	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.		
16	The user should be able to append a text signature.		
17	The proposed messaging solution Web Interface should have user definable personal folders to organize mail.		
18	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.		
19	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.		
20	The Web Mail client should provide ability to preview commonly used file attachments (like Office documents) without requiring separate application & downloading the attachment		
21	The proposed messaging solution should support Message Priority feature - to set priority of messages while composing them		
22	The proposed messaging solution should support filtering of incoming mails based on user definable filtering rules.		
23	Webmail interface should have features for notification of new mails		
24	Webmail interface should have an integrated calendar providing the following features: shared calendar, to-do lists, event scheduler and reminders		
25	The user should be able to change the password through web interface		
26	User should be able to mark mails as read or unread and maintain flags for follow ups		
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.		
28	User should be able to flag important email items for the purpose of follow-up, 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.		
29	Web Mail Client should let users remotely wipe data from their Mobile devices without IT intervention, in case of device lost situations etc.		
30	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 or same window.		
31	The mail messaging solution Should support basic authentication, session authentication, secure logoff, Secure Sockets Layer encryption and active content filtering.		

32	Users should be able to access web mail using a common URL published for the email site.		
33	Users should be capable of viewing the total size and available space of their mail boxes		
34	Web Mail Client should provide capability of Offline Access to most recent mail content, so that users can work on email, even if network connection is not there.		
35	The Web Mail client should provide ability to access delegated mailbox in case of Boss/admin or similar scenario.		
36	The Web Mail client should provide ability to add sender to Blocked Sender list or Safe sender list.		
37	The Webmail client should be able to provide rich preview of the link content when a url is present in the mail. The preview should also support video, if it's a video url.		
38	Provide Search Suggestions and refiners, by trying to anticipate what the user is looking for & also provide contextually-aware filters.		
	Max Marks 38		

D	CALENDARING		
1	Should natively support server-side and client-side calendaring and scheduling, including: • Checking the online availability of intended attendees for a meeting • Sending of request for meetings • Accept or reject meeting requests • Provide conflict management for meetings • Reply to requests for meeting with a newly proposed time and date • View free busy status of a group of users in a single window and ability to schedule the meeting with all the users in the windows • Should automatically recommend ideal meeting times when all/most people are available.		
2	Should Support Meeting Requests, Forward Meeting Requests and Generate Alerts.		
3	Should support accessing a group calendar to view simultaneously the free time schedules of 2 or more users or resources.		
4	Messaging System should support calendar sharing with an		

	external organization, without the need for user sharing his/her calendar individually with external users.		
5	It should be able to suggest best timing for meetings based to participants' availability by using Scheduling Assistant, Attendance Confirmation.		
6	Should support tracking of responses from the meeting invitees with information on the number of accepted and rejected responses.		
7	Should support marking appointments as private, so it will not appear when others view ones calendar.		
8	Users should be able to publish their own and view free/busy time for others over the Internet using iCalendar support.		
9	Interoperability with foreign calendaring systems should include capability to send, accept, decline and automatically track meeting requests and responses over the Internet using iCalendar standard.		
10	User should be able to view selected days or series of days apart from default views like Daily, Weekly, Monthly, Calendar List, to-do List.		
11	An incoming meeting request should be stored in the calendar as "Tentative" automatically. Once the user accepts the meeting invite, an automatic reminder with audio/visual alarm should be added into the calendar		
12	Should support access to multiple calendars side by side to make scheduling meetings fast and more convenient.		
13	User should be able to customize a work week by Days and hours.		
14	Should support Schedulable Out of Office. Out of Office messages should be scheduled to begin and end at given dates/times. It should support for separate out-of-office messages to be set for internal and external recipients.		
15	The Messaging solution should provide the ability to create shared team calendar and tasks.		
16	The messaging solution should have wide administrative capabilities to control over calendaring.		
	TASKS		
17	Should support server-side and client-side Tasks (or To Do List) and should support assigning tasks to other users in the messaging system		

18	Create tasks automatically linked to a contact (address book entry) and view tasks grouped by contact.		
19	Should provide the ability to assign due dates to “To Do” items.		
20	Should provide the ability of accepting, rejecting or updating the “To Do” item that has been received from other associates.		
21	Should allow a “To-Do” owner to check the status of assignees.		
22	Should allow a “To-Do” assignee to accept, delegate, or request modifications to a “To-Do”		
23	Should provide the ability to receive notifications of upcoming due dates.		
24	Should support delegating the authority to others to manage your “To-Do” list.		
	ADDRESS BOOK		
25	The Mail Messaging Solution Ability to index Corporate Address book and personal address book alphabetically. All address books must available to the users through rich client, web client and supported mobile devices.		
26	Should provide Offline Address Book Support as follows: • The Directory Services should provide an interface for messaging clients to download the address book to their local machine and work offline • The client should also offer the functionality of partial or full download of the address book locally • The synchronization should download only the new information and not re-download the old information already present on the client end		
27	The messaging solution should have ability to perform a LDAP based address book lookup.		
28	The user should be able to add/delete/modify the contacts in personal address book via email client, web client and mobile client		
29	Should support personal directory apart from the offline address book and should support the following object types: • Users • Distribution Lists • Also, these objects types should be supported in a Rich messaging client as well as a browser client • Should support vCard standard		

30	When user copies a contact from Corporate Address book to their local contact store in email client, then any critical changes (like address, phone number etc.) to the contact at Corporate address book level, it should automatically get updated to user's copy of the contact in their Personal Address Book.		
31	The messaging solution should provide user self-service capability for Email Group Membership Management		
32	Users can add addresses from other organizations or individuals to their private address book		
33	Messaging solution should support server-side and client-side contact management including integration of contacts with word processing applications for mail merge etc for sending invitations to large groups.		
	Max Marks : 33		

E	MOBILE ACCESS		
1	The proposed messaging solution should support and be configured for push based emails on popular mobile platforms: Windows, Android and iOS		
2	The mobile platform should provide native support for connectivity to Messaging server and should not require additional client software to be installed.		
3	The Mobile client should support SSL based authentication.		
4	Should support synchronization of calendar items, contact items, and mail items between smartphone devices and the messaging server over Mobile data network over the Internet.		
5	The users should be able to synchronize tasks between their mobile devices and the messaging solution.		
6	The users should be able to search the corporate contacts directory from their mobile devices.		
7	The users should have the functionality to search through their mailbox from their mobile devices.		
8	The user should be able to configure Out of office messages from their mobile devices.		
9	The proposed messaging solution should be configured for security policy (Password policies) enforcement and remote erase capability for smartphones to protect data on supported mobile devices.		

10	The solution should support encryption on device and memory card to prevent unauthorized access of data on supported mobile devices.		
11	The proposed messaging solution should provide capability to synchronize personal contacts and should also support global address look up on supported mobile devices.		
12	The proposed messaging solution should allow end-users to remotely wipe their mobile devices via the messaging client web interface.		
	Max marks : 12		

F	SYSTEM ADMINISTRATION & MAINTENANCE FEATURES		
1	Should be capable of administration through a single window interface to provide server level control and configuration of the messaging system for all servers including: • Create / rename / delete mail accounts • Reset / set user passwords for both Directory & Messaging platform • List all users in the messaging system • Search for a user and modification of user object attributes • Enable / disable user accounts • Change delegated administration passwords • Add alias e-mail address for a user		
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 within the defined vacation duration.		
3	The messaging solution should be support for ignoring the messages tagged as SPAM/JUNK by the headers/subject or automatically SPAM/JUNK Message should go to SPAM/JUNK Folder.		
4	The proposed Messaging Solution should allow end Users to create and delete specific distribution groups, as well as manage memberships and ownership as a self-help service.		
5	The User should be able to change their password		
6	The proposed messaging solution should have the ability to enforce following features of a password: Password length should be minimum 8 characters		
7	Password should support Alpha numeric and Special characters like a-z, A-Z,0-9,!@#\$%^&*		

8	Change of Password at regular interval feature should be provided		
9	The proposed Messaging solution must allow users to self-reset device recovery password for mobile devices		
10	The proposed messaging solution should allow for password lockout for Web Users when they input the wrong password		
11	The proposed messaging solution should maintain the password history.		
12	The proposed messaging solution should support the ability for administrators to age e-mail for deletion.		
13	The proposed messaging solution should have the ability to create multiple users for a domain automatically using an existing database of user record/details.		
14	The proposed messaging solution administration client should provide ability to rename a user. With 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.		
15	The proposed MMS should support online maintenance of message databases which can be scheduled for example backup, restore, user management etc.		
16	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		
17	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		
18	The proposed messaging solution should provide administrator's ability to perform queue handling tasks such as delete, redirect, flushing.		
19	The proposed messaging solution should provide ability to schedule routing of mails in queue based on priority.		
20	System should be able to generate exception reports on mailbox access by non-owners to ensure admin/delegation permissions in line with the security standards.		
21	The proposed Messaging solution should allow end users to track their message delivery as a self-help service.		
	Max Marks: 21		

G	MESSAGE ROUTING		
1	Should support SMTP as the default messaging protocol for mail transfer between messaging servers.		
2	Should support fault-tolerant SMTP routing between servers.		
3	Should be a messaging system that works with the existing network topologies and has the ability to customize the mail delivery routes between messaging servers in various physical locations over the LAN/WAN setup.		
4	Should support least cost, load balanced and dynamic mail routing		
5	Should support automatic message tracking with variety of filters.		
6	Should support ETRN and ESMTP		
7	The messaging Server should support redundancy of incoming SMTP email queue by replicating it to another server in the cluster or site. In case of primary server failure, the redundant queue can be used to resubmit email, to ensure no data is lost.		
	Max Marks: 7		

H	MAIL SECURITY		
1	For on –premises solution – - The Mail Messaging Solution should integrate with the existing Email Gateway Security of LIC namely IMSVA from Trend Micro - The Mail Messaging Solution should integrate with the existing Trend Micro Scan Mail and Trend Micro AntiVirus		
	Max Marks 2		

I	Enterprise Directory Software		
1	The operating system should provide for Directory Services, which is compliant with LDAP v3 specifications		
2	Should provide support for X.500 naming standards and should support Kerberos for logon and authentication.		
3	Support for integrated LDAP compliant directory services to store information about users, computers, and network resources and making the resources accessible to users and applications. Should Support for DNS as the locator service		

4	The directory service should support features like Ability to keep Replicas in Synch and to enforce Replication updates for health monitoring and verifying replication.		
5	The directory service shall provide support for modifiable and extensible schema. Should support multi-master directory service replication features, Directory Server should be scalable and should have multi-master & multi-site capabilities.		
6	Should support security features, such as support for Kerberos, public key infrastructure (PKI), and x.509 certificates.		
7	Containers for purposes of grouping, administration and policy control		
8	Search capability to query all directory objects.		
9	Search capability to query network resources by attributes.		
10	Should support recovery of a Single Object as well as the entire directory.		
11	Loss of a single directory server should not affect ability for users to logon.		
12	Should support the password reset capabilities for a given group or groups of users that can be delegated to any nominated user.		
13	Should support the user account creation/deletion rights within a group or groups that can be delegated to any nominated user.		
14	Should support the group membership management within a group that can be delegated to any nominated user.		
15	Should support multiple password and account lockout policies for different set of users.		
16	Directory services should be extensible & should have capability to be extended for custom development.		
17	The Directory Server should have out of the box integration with the messaging server		
18	Directory software should be able to deploy policies and synchronize with existing Active Directory.		

19	PASSWORD MANAGEMENT: Systems and applications shall have a password management system which meets the following requirements: - Enforces change of initial password at first logon. - Allows users to select and change their own passwords at any time subsequently. - Have ability to implement password formation rules to enforce password strength across the organization, e.g. minimum character length of password, password as a combination of numeric, alphabets & special characters have a confirmation process on changing passwords to cater for typing errors, - Have the ability to enforce password change after every n days, if the password is not changed in the pre specified number of logins then the ID should be disabled requiring re-enabling by System Administrator. - Have ability to deliver password-change success/ failure status to requestor /electronically prevents reuse of passwords within a specified period/ number of times. - Does not echo passwords to screen - Prohibit use of null passwords - The system shall allow a user to choose a password that is already associated with another user ID. The system shall provide no indication that a password is already associated with another user ID.		
20	The Directory Server should have support for integrated authentication mechanism across operating system, messaging services.		
	Max Marks :20		

J	Management and Monitoring Tool		
1	The proposed Messaging Platform should have the manageability feature that will be able to manage the Health and performance of the Messaging application, Underlying OS and the depending Directory services from a single centralized Management console. There should be provisions for a Web Based Operator Console.		
2	The proposed Monitoring Solution must offer facility to create single report containing the health parameters from the MMS (Message Monitoring Solution) and MMS directory services.		
3	The proposed messaging solution should have 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.).		
4	The proposed messaging solution 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		
5	The proposed messaging solution should have a pre-configured and pre-packaged 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.		
6	The proposed messaging solution should have capability to centrally collect, consolidate and aggregate the audit Logs created in the distributed Messaging Servers and analyse it centrally through a set of management rules for audit exception reporting etc.		
7	The proposed Messaging Monitoring solution should provide ability to proactively detect the health issues and service degradation related to MMS software		
8	While alerting on a critical issue with the Messaging Platform, The solution must provide contextual knowledgebase intelligence against individual alerts which should suggest the possible reasons of the alert and recommend best practice guidance to resolve the issue received on the console		
9	The proposed messaging solution monitoring solution should be able detect interruptions with the MMS, Underlying OS and Physical Server 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.		
10	The proposed messaging solution should support 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	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		
12	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		
13	The manageability solution should have a provision to allow for the Messaging administrators of customer to add / register their site specific knowledge on Messaging such that the acquired knowledge can be reused in future to resolve issues faster and better.		
14	The proposed solution should have capability to centrally collect, consolidate and aggregate the Audit Logs created in the distributed Messaging Servers and analyse it centrally through a set of management rules for audit exception reporting etc.		
15	The manageability solution should offer facility to create single report containing the health parameters from the Messaging Application, Underlying OS and the directory services		
	Max marks :15		

K	Password Management Tool		
1	The messaging solution should have password management features either as part of solution or as a third party tool which is integrated with messaging solution		
2	Password management features should allow self-reset of password and self-management of forgot password to user		

3	Password management features should authenticate user before self-reset of password or self-management of password		
4	Password management features should communicate user-id and password (temporary) in a secure manner by various options like to an alternate email id, mobile number, and by answering secret questions		
5	The User should be able to register and choose options of receiving temporary password in options like an alternate email id, mobile number, and by answering secret questions		
6	The temporary password allotted on change of password should be unique		
7	The password management tool should support password management features of Directory services as described in pt 27 of Enterprise Directory Software features		
	Max Marks :7		

L	BACKUP SOFTWARE		
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		
2	The proposed backup solution should provide facility to take online backup and offline without need of shutting down the mail messaging solution		
3	The proposed messaging solution should provide backup and restoration of single or multiple mailbox without affecting other users / messaging solution application during backup and restoration process		
4	The bidder should provide appropriate back up software i.e Backup solution for taking Disk to Disk backups ,backup client agent, hardware solution, a.The software Licence should include full backup set including Database, OS, logs, Application etc. proposed by the bidder. b.Should be Backup system for Disk to Disk backup		
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		
	Max Marks :5		

M	Disaster Recovery Setup		
1	The proposed solution should offer near zero RPO and maximum 4 hours RTO if primary site goes down. User mailboxes should be available and full mail flow should be established within 1 hours, including mail flow with Internet.		
2	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.		
3	Disaster Trial: Vendor shall conduct disaster trial for one day at the completion of six months of operation, wherein the Data Center has to be deactivated and complete operations shall be carried out from disaster recovery site. Vendor shall plan all the activities to be carried out during the Disaster trial and issue a notice to the company at least two weeks before such trial.		
4	The solution document should include detailed disaster recovery plan.		
	Max Marks :4		

Annexure – XI: Functional Requirements

Bidder has to conform to all Mandatory points and provide satisfactory responses to all questions

Feature	Requirement	Bidder's Response		
			Whether Complies (Yes/No)	Detail/ page no.
1. Primary Objectives of the Mailing Solution				
1.1	Whether Architecture Proposed is Centralized and the delivery method – whether On-premises	Mandatory		
1.2	Whether the solution proposed is “high performing?”	Justify		
1.3	Whether the solution proposed is “highly available?”	Justify		
1.4	1.4 Whether the solution proposed is “Scalable” (upto 157500 users). Total Allocatable Mail Box Disk Space ---- 250 TB Data size of other logs ,applications ,temporary space, cache, backup/restore, redundancy etc. is to be estimated additionally by bidder.This 250 TB is without deduplication and compression.	Mandatory		
1.5	Whether the solution proposed is having redundancies	Mandatory		
1.6	Whether the solution proposed has “no single point of failure?”	Mandatory		
1.7	Comment on the Bandwidth utilization by the proposed solution per user as well as aggregate of all users at central point for on-premises	Indicate the bandwidth required		
1.8	Whether easier back up and retrieval mechanisms are built in to the solution proposed?	Describe		
1.9	BCP Features	Describe		
1.10	Whether the proposed solution is all set for DR Replication	Mandatory		

1.11	Whether the bidder is willing to provide Annual Maintenance Contract after the expiry of Warranty	Mandatory		
1.12	Whether the bidder will follow Information Security Best Practices as given in the RFP	Mandatory		
1.13	Whether The Bidder would be able to meet all statutory or regulatory requirements as mandated by authorities from time to time like IRDAI Cyber security guidelines	Mandatory		
1.14	Whether Un-priced Bill of Materials for Hardware and Software enclosed	Mandatory		
1.15	Whether the Directory services is able to deploy policies and synchronize with existing Active Directory	Mandatory		
1.16	If the proposed directory services does not sync out of the box with the existing Active Directory , Whether any bridging Software for directory services is proposed	Mandatory		
2. Components of the mailing solution required				
2.1	Mail Transfer Agent	Mandatory		
2.2	Secured webmail service	Mandatory		
2.3	Mail DB	Mandatory		
2.4	Integration with LIC existing Anti-Relay, Anti-SPAM Global filtering and content scanning & Anti-Virus Service for on-premises solution	Mandatory		
2.5	Mobile access and synchronization with mailbox	Mandatory		
2.6	Backup solution	Mandatory		
2.7	Support for Indian Languages	Desired		
2.8	Authentication/Encryption Enabled	Mandatory		
2.9	Support for use of Digital Certification	Mandatory		
2.10	Support for Multiple Domains	Mandatory		
2.11	Support for SMTP relay services to Email Gateway Security and Automated Transactional Bulk Mails relayed from Application SMTP servers to within and without domain users	Mandatory		

2.12	Support for Public/Private Folders, Personal/Global Address Books	Mandatory		
2.13	Querying and Report Mechanism	Mandatory		
2.14	Inactive Time Out	Mandatory		
2.15	Whether Facility Management and Onsite resources offered?	Mandatory		
2.16	Support Desktop Client having POP3,MAPI over http/s, any third party client versions used in LIC, OWA ,Windows Mail, etc.	Mandatory		
3. Protocols Supported				
3.1	Specify the standards/ protocols supported/used between different components/modules in the total solution. The Solution should support IMAP, POP3,SMTP and ESMTP ,MAPI over http/s	Mandatory		
4. Interoperability				
4.1	Support for different clients across LIC like MS outlook, Thunderbird, Wndows Mail, OWA on browsers like IE, Chrome, Mozilla etc. Comment on the interoperability of the solution proposed across Applications/ platforms	Mandatory		
4.2	Whether the bidder will implement Configuration required to connect to Mail messaging solution for above given clients? Provide Details.	Mandatory		
5. Bandwidth and Other Details				
5.1	The bidder should indicate the type/bandwidth for each type of connectivity in the present network architecture at each level. (In general, light users work from branch Offices, and medium users work at Divisional Offices ,Heavy users at Zonal Offices and Central office	Indicate		
5.2	Is a detailed architecture diagram attached?	Mandatory		
5.3	Is a detailed mail flow diagram for the proposed messaging solution attached	Mandatory		
5.4	Infrastructure Design Documents to be	Mandatory		

	submitted: for Mail Messaging Solution a) Architecture: i. Physical design ii. Logical design Including Layers implementation as per OEM's implementation recommendation. b) SMTP Relay methodology c) Servers & their roles as per OEMs recommendation d) High Availability, Redundancy, Expandability e) DR Implementation Strategy f) Storage organization and utilization as per OEMs recommendations g) Antivirus, Antispam & security implementation methodology h) Backup , Recovery, i) Implementation and project plan up to the stage of Go-Live j) Data/ mail boxes migration strategy from existing Mail Solution k) Any other as per the design suggested.			
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6. List of Hardware Proposed: (Mandatory)

For 1,57,500 email accounts and the proposed H/W should be capable of mail flow of 41 cr mails per year with Total Consolidated Mail Box size of 250 TB.

S.No	Hardware Details	Qty	Use
1			
2			
3			
5			
6			
7			
8			

7. List of Software Proposed by the Bidder : (Mandatory)) (only for on –premises)

S.No	Software Details	Qty	Version & No. of Licenses
1			
2			

Feature	Requirement	Bidder's Response		
			Whether Complies (Yes/No)	Detail/ page no.
8. Sizing Details				
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).		
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				
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 messaging solution, which can be available through high availability mode.	Mention		
9.3	All the messaging services in the total mail Messaging solution should have a single source of authentication and authorization.	Mandatory		
9.4	Clustering of Servers	Mandatory		
9.5	The Servers proposed have to provide for	Mandatory		

	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			
9.6	Shall Support for application level automatic fail-over for high availability. In case of failover of services, the performance and functionality of Messaging solution should remain same as of previous state and transparent to the end user.	Mandatory		
9.7	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		
9.8	The proposed Operating System has to support both hardware and software level clustering and clustered file system.	Mandatory		
9.9	The Operating system has to provide/ support implement Multi level security features.	Specify		
9.10	Performance parameters: Hardware & Software should support for a Minimum Requirement of Mail Messaging System per mail box: Received: 50 Sent: 50	Mandatory		
9.11	Response Time: Maximum mail delivery time within domain should be 2 minutes	Mandatory		
10. Proposed Servers, Storage & their configuration (Provide information in separate tables for each type of server proposed) for on -premise				
10.1	Server Details : Whether Servers are present in the leaders or	Mandatory and specify details		

	challengers quadrant of Gartner's Magic quadrant for Modular Servers in the year 2016 and 2017			
10.2	Server Details: Whether servers comply with specifications given in 5.3.2 Supply and Installation of Hardware required –Pt 18 –Server specifications Server specifications –Refer 5.3.2 Supply and Installation of Hardware Pt 20 <i>The Server Configuration Specifications other than Directory services (Enterprise Class Per Node/Server) -</i> <i>Minimum of 2 x 18 core CPUs of latest generation Intel Xeon Scalable Platform based processor (Gold and above) or equivalent or higher processor.</i> <i>Minimum of 256 GB RAM(DDR4) or higher</i> <i>Minimum of 2 x 1 Gbps NICs</i> <i>Minimum of 2 x 10 Gbps Ports</i> <i>Minimum 10% SSD Hard Disks.</i> <i>[Overheads of management and system setup to be taken care of separately]</i>	Mandatory and specify details		
10.3	Volume of Mail Traffic that can be handled per day/ month	Specify		
10.4	Thick/Desktop mail client Concurrent connections supported	Specify		
10.5	Software Requirements	Specify		
10.6	Backup Devices	Specify		
10.7	Storage Details – Whether the Storage is present in the leaders or challengers quadrant of Gartner's Magic Quadrant for General Purpose Disk Arrays in the year 2016 and latest year	Mandatory and Specify		

10.8	Whether Hardware provides for Expandability of disk space, Clustering, High Availability and support Hot Re-placement Feature	Specify		
10.9	Whether OEM has certified Design, Hardware and Software of Mail Messaging Solution and OEM Certification Of Design, Hardware and Software of Mail Messaging Solution is submitted	Mandatory		
10.10	10.10 What is the Hardware infrastructure proposed can either of the following Conventional SAN storage or Converged Infrastructure/Integrated Systems or Hyperconverged Infrastructure with minimum 10% SSD Storage for any of the above options	--Specify details		
10.11	10.11)Hyperconverged Infrastructure -Whether the Hyperconverged Infrastructure software is in leaders or challengers quadrant of Gartner's Magic quadrant for Hyperconverged Infrastructure 2018	--Mandatory		
10.12	Converged Infrastructure/Integrated Systems -Whether the Converged infrastructure/Integrated Systems is in leaders or challengers quadrant of Gartner Magic Quadrant report on Integrated Systems 2016/2017/2018	--Mandatory		
10.13	Whether the Hardware is redundant with minimum fault tolerance of (N+1)/R2 with RAID 5 for Mail Box storage, Mail	-Mandatory		

	routing ,RAID 1 for Transaction logs and OS			
11. External Backup Software Solution (for on-premise solution)				
11.1	Backup Solution : Backup Solution should be present in the leaders or challengers quadrant of Gartner's Magic Quadrant for Data Center backup and Recovery solutions	Mandatory		
11.2	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,		
12. 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):				
12.1				
12.2				
12.3				
12.4				
12.5				
13. Security Features				
13.1	The proposed solution shall provide a secure means of accessing the mails from LAN/ WAN/ as well as the Mobile/ Internet with respect to the security standards.	Specify		
13.2	The proposed solution shall integrate with LIC existing Trend Micro Anti-Spam, anti-phishing Email Gateway Security ,Anti-Virus solution for server and mails	Mandatory		

13.3	The Messaging Solution should use multiple layers of defenses against intruders, unauthenticated users against being an Open Relay, and Denial of Service attacks (DoS). It should prevent any unauthorized usage and should facilitate features included, but not limited to authentication before relaying, TLS/SSL, and HTTPS.	Mandatory;		
14. Other Features (Please List Out)				
1				
2				
3				
15. End-to-End Facility Management and AMC for hardware and Software				
15.1	Onsite and remote support for Management and Maintenance of all Software components (software of mail servers, security devices, storage devices, backup devices etc) whether supplied by the bidder or LIC for the purpose of end-to-end Mail Messaging Solution including Patch management, Updates ,Service packs ,Rollups and applications, OS Hardening etc	Mandatory		
15.2	No of dedicated Resource Persons Proposed.	Indicate (4 in number Mandatory)		
15.3	Certification and experience proposed of Resource Persons.			
15.4	Contract Period	Minimum 6 Years and further extension		
15.6	Whether bidder has back to back support or ATS with all OEM .Whether certificate attached regarding this	Mandatory		
15.5	Whether bidder agrees to perform AMC during warranty and 1 years after warranty and further	Mandatory		

	extension period as per Terms and conditions specified in Annexure XII and has submitted undertaking as given in Annexure xiv			
16. Training				
16.1	Training Schedule	Mandatory :Indicate no of days and total number of hours		
16.2	No of persons to be trained	Mandatory :Minimum of 10 persons		
16.3	Content (Minimum as given in cl 5.5.2-Training)	Mandatory: Indicate broad areas of proposed training		
16.4	Whether training will be provided at Mumbai	Mandatory :		
16.5	Training material	Mandatory : To be prepared and given by the bidder – Indicate willingness		
16.6	Equipment required for training	Mandatory : To be brought in by the bidder		
17. Delivery Schedule				
17.1	Whether Delivery of software , hardware etc. would be done within 6 weeks from the date of Purchase Order or Contract	Mandatory :Delivery Schedule proposed		
17.2	Whether Implementation, Migration , Project completion period would be 25 weeks from the date of Purchase Order or Contract	Mandatory: Project completion period proposed		
17.3	Whether Deployment of On-site Engineer in Mumbai after receipt of the purchase order would be beginning at Go-live	Mandatory		
17.4	Training - Immediately on Go - Live	Mandatory		
17.5	Commencement of Facility Management at Go-Live	Mandatory		



Request for Proposal for Implementation & Maintenance of Enterprise Mail Messaging Solution
[Ref: LIC/CO/IT-BPR/EMS/RFP/2018-19] Dated: 03-10-2018

Annexure – XII: Terms and Conditions of Annual Maintenance Contract for Hardware and Software items of RFP and Maintenance during Warranty

This contract is a part of RFP

1. The contract will be effective from the expiry of the warranty period till the entire period of this project.
2. The contract will be valid for systems procured and installed at all locations given in RFP and additional locations as per additional purchase order if any.
3. The technology providers, including OEM, will be required to submit a written undertaking, explicitly stating their commitment to provide all spares and full technical, operational and maintenance support to LIC during the AMC period.
4. The bidder shall carry out annual maintenance contract after the expiry of the warranty period.
5. Violation of any of the conditions of contract will invite penalty as per SLA mentioned in Section 7 and the Bidder vendor may not be allowed to participate in bids floated by LIC for a period of 3 years
6. The AMC shall include similar support for the hardware and software as provided under warranty i.e. onsite as well as offsite support services. The AMC will include preventive maintenance and as well as corrective maintenance of the computer systems hardware and software. Preventive maintenance of all machines has to be done once in three months. Failure to do preventive maintenance as above will result in reduction/cut in the charges payable to the supplier and such incidence will be recorded as a default.
7. The Vendor has to carry out on-site comprehensive maintenance of the Computer Systems. Post Warranty period AMC shall include software updates, patches, hot fixes and service support without charging any additional cost to LIC.
8. All the tools, test equipment and fixtures etc. (if any) required for the on-site comprehensive maintenance of equipments shall be provided by the AMC vendor.
9. During the AMC period, the Vendor will be required to keep the system in 100% working condition. The vendor will attend to all breakdown calls reported for the Equipment/Systems and rectify problems thereof and replace the faulty components of the systems with serviceable components.
10. The Vendor will have to hand over the system in 100% working condition on the termination or end of the Contract. Any Breakdown call that has been reported before the termination of the Contract will have to be rectified by the Vendor before handing over the systems to LIC.
11. AMC would provide for Replace/repair of all worn out/defective computer systems, add-on cards, peripherals, networking components and their mechanical parts, electronic circuits including power control circuits and associated cables, disk drives etc.,
12. The AMC is payable on quarterly basis only after the **successful** completion of every quarter for which AMC is entered into. It may also be noted that the AMC should be valid even if the location of the hardware is changed during the currency of AMC.
13. The bidder needs to ensure provision of any additional resources required in terms of personnel and infrastructure to maintain 99.5% uptime at no extra cost.

14. The information about the service support centers available at each site shall be given. Local presence and nature of Bidder's support (direct presence) has to be available at all locations to attend any call immediately.
15. In case of hardware, system software and software components failure, the Bidder shall ensure that system is made operational to the full satisfaction of the LIC OF India at no additional cost.
16. The Bidder shall provide preventive maintenance schedules (software/Hardware) per month, which shall be specified in advance.
17. It is the bidder's responsibility to keep updated **of** any patch/hot fixes released by OEM with information to LIC Administrators.
18. In the event of system break down or failures at any stage, protection should be available, which would include the following.
 - Diagnostics for identification of systems failures
 - Protection of data
 - Back-up/Restoration facility
 - Any other information assets
19. In the case of any break down/ malfunctioning of software, hardware and hardware components, accessories and system software, the relevant defect should be attended to and rectified within 4 hours of the receipt/notice of the complaint. The hot swappable parts should be replaced immediately for which the Bidder should store all the critical and hot swappable spares for the main site at Bidder site.
20. In the rarest of occasions when any Hardware equipment is taken out of an LIC Office for repair, such shifting should be done with the prior permission of the Dy/Asst Secretary (IT/BPR), as the case may be, and the vendor shall make all arrangements for removal of the equipment, its transportation to the workshop and back to LIC's site and its reinstallation. Insurance of such equipment also has to be arranged by the Vendor and all expenses for the above shall be borne by the vendor. The Vendor shall hand over the systems in 100% working condition after repair/maintenance/rectification.
21. Whenever any Hardware equipment is taken out of an LIC Office for repair, Vendor shall reinstall the same machine after repair unless it is declared to be irreparable.
22. The Vendor has to extend technical support whenever required and suggest changes or carry out improvements in system features and software configuration changes, if necessary.
23. In the process of providing technical support, if required, Vendor may have to carry out joint resolution of problems with other vendors.
24. The Vendor will be required to install/reinstall any software/ Drivers etc. as per RFP free of cost as and when required by LIC.
25. Any problem relating to the Pre-loaded Operating System such as Windows, Exchange etc. shall be attended to by the vendor and reloading of such software shall be done by the Vendor wherever required, without any extra cost to LIC of India.
26. Wherever any system has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation.

27. Vendor has to carryout preventive maintenance once in every quarter. Quarterly preventive maintenance of hardware is mandatory on the part of the Vendor. The PM activity should be spread throughout the quarter instead of being undertaken at a stretch during a brief period in each quarter. The PM will generally include the following for Servers: -De-fragmentation, dusting and cleaning of KVM ,switches, servicing/ maintenance/ updation job etc wherever applicable and necessary as per RFP
28. **Support for Upgradations/ Feasibility Support :**
- The Vendor has to provide, at no additional cost to LIC, support for any feasibility study and implementation of subsequent upgradation/ changes in system configuration proposed by LIC.
 - In the event of orders placed for upgrades, the Original vendor may first be given the option to install the upgrades. After warranty period of the upgraded part is over, the upgrade cost may be included in the future Annual Maintenance Contract. However, if the Original vendor refuses to install the upgrades, the vendor supplying the upgrades may be asked to install the upgrades with an option to take over the Annual Maintenance of the system at third party maintenance charges, if so decided by LIC of India.
 - In every case where LIC places orders for upgrade of Servers, the Vendor shall load the Operating System as per LICs instructions, without any cost to LIC.
29. **Stocking of Spares/ Immediate replacement of faulty parts/ equipment:**
- Sufficient spares should be stocked. The minimum spares that should be stocked per component shall be equal to the quantum of spares consumed during the corresponding quarter of the previous year for the same component.
 - Whenever any complaint for a part of the Computer Hardware/ Peripheral is logged by LIC, the service engineer of the Vendor who attends to the complaint must invariably carry a spare of such part of the Hardware and should replace the same, if required.
 - In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which is compatible with the system.
30. **Service Engineer:** - Whenever a service engineer quits the services of the Vendor all the LIC officials concerned should be immediately informed and an immediate replacement should be made.
31. **Exclusion of certain parts from AMC:-** Any physical damage due to mishandling by LIC or damage by any external factors will be excluded from the ambit of AMC. However, the onus of proving this would be with the Vendor and the vendor will still be expected to carry out all activities necessary to restore the equipment to working condition, as envisaged in the Contract.
32. **Point of Contact:** - The Vendor shall nominate a specific person as the single point of contact for each location of distributed system. The Vendor shall submit the name and contact details, including address, telephone number, mobile number, FAX number/email address of this contact person and the service engineers at each of these locations. Further, for each location, the Vendor should also provide the contact details of customer support officials to whom calls should be escalated. The Vendor has to establish and provide LIC with details of an escalation matrix up to three levels, mentioning names, designation and contact details of the officials concerned. In addition, Vendor shall furnish contact details of single nominated person to LIC Central Office, IT dept., for interaction with that person from our

Mumbai office for any Hardware/Software related problem at any location in the country.

33. Access of Service Engineers to the machines: -

- Service Engineers/Representatives of the vendor shall invariably carry their identity cards with them, without which they will not be allowed to access to LIC.
- Service Engineers of the vendor shall have access to the Computer Systems/ Peripherals only after obtaining prior clearance from LIC's authorised officials. No component of the System/data/ log information will be taken out of LIC without prior clearance from LIC's authorised Officials.
- During the Warranty or AMC period, the vendor/vendor's engineers may have access to confidential information of LIC for the purpose of resolving any issue covered by this Contract. The vendor or engineer shall not disclose at any point of time to any other person/third party the information so received and shall use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also the vendor may use the information only for serving LIC's interest and restrict disclosure of information solely to those employees of vendor having a need to possess such information in order to accomplish the purpose stated above and also advise each such employee, before he or she receives access to information, of the obligation of vendor under this agreement and require such employees to maintain these obligations. Violation of this will lead to legal action, recovery of damages and blacklisting.

34. List of items under AMC: -

- All the systems including all the peripherals and software procured under this RFP will be covered under AMC.

35. LIC reserves the right to terminate the Contract with one month's notice, without assigning any reasons and decision of LIC in this matter will be final.

36. Miscellaneous Conditions:

- **Assignment:** The Vendor shall not assign in whole or in part, the obligations to perform under the contract, to any third party except with prior express consent of the ED(IT/BPR), Central Office, Mumbai.
- **Limitation of liability:** Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total AMC Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- **Dispute:** All disputes are subject to Mumbai Jurisdiction.

Maintenance during Warranty Period

1. The Bidder shall attend to calls and arrange to solve the problems within the stipulated time lines as mentioned in the SLA.
2. The on-site support services will be presumed to be for a minimum period of 6 years and further extension period. The contract will be renewed after the end of six years subject to the discretion of LIC.
3. The contract of on-site support services may be renewed at the current rate for further extension period after the end of a period of 6 years on expiry unless specifically terminated by LIC and subject to the satisfactory performance by the vendor.
4. Spares and support for the systems should be available for a minimum period of six years and further extension period of one year from the date of installation of the servers irrespective of whether the equipment is manufactured by the Vendor or procured from any other Principal Vendor. The entire responsibility will rest on the Vendor for servicing and proper functioning of the equipment. During specified period if it is found that spares or support is not available, the servers will have to be replaced by equivalent or higher model subject to evaluation if required, by the vendor at no extra cost to LIC. Breakdown complaints will be booked through LIC's Complaint tracking module from any office of LIC.
5. The Hardware items shall be under comprehensive on-site warranty covering all parts and labour for a period of five years from the date of final quality acceptance as per specifications.
6. Warranty should not become void if LIC buys any other supplemental hardware from a third party and installs it in these machines in the presence of the representative of the vendor. However, the warranty will not apply to such third party hardware items installed by LIC.
7. If the damage to the hardware is due to the power fluctuations or physical damage due to mishandling by LIC personnel or the damage by external factors, LIC would bear the cost of the parts damaged but the onus of proving this will be on the Vendor. However, the vendor will be required to provide immediate system/solution as standby with same configuration or higher and with all services restored as if it is a normal breakdown.
8. In case of Partial/Full damage or loss of the equipment due to reasons beyond the control of LIC, like Theft, Fire etc., the vendor should be in a position to supply working standby equipment with same configuration or higher with all services restored, as if it is a normal breakdown.
9. In both the cases mentioned immediately above fresh order will be placed by LIC with the vendor concerned for the supply of the new hardware against the lost/damaged equipment/component. Monthly rental of 2% of server cost will be payable to the vendor for the equipment supplied as standby. If the vendor does not provide standby equipment, the penalties for breakdown as per SLAs defined in the tender will be

imposed.

10. Whenever servers are taken out of an LIC site for repair, the same piece has to be returned after repair unless it is declared to be irreparably damaged. When any Hardware equipment is taken out of any LIC Office for repair, such shifting should be done with the prior permission of the Assistant Secretary (IT/BPR) or higher ranking official in CO as the case may be and the vendor shall make all arrangements for removal of the servers, its transportation to the workshop and back to LIC's site and its reinstallation. Insurance of such equipment also has to be arranged by the Vendor and all expenses for the above shall be borne by the vendor. The Vendor shall hand over the systems in 100% working condition after repair/maintenance/rectification. Thereafter, the Vendor shall reinstall the same machine after repair unless it is declared to be irreparable.
11. In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which is compatible with the system.
12. Wherever any system has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation.
13. Service Engineers/ Representatives of vendor shall invariably carry their identity cards with them, without which they will not be allowed to access LIC's Systems. Service Engineers of the vendor shall have access to the servers only after obtaining clearance from LIC's authorised officials. No component of the System/data/ log information will be taken out of LIC's premises without clearance from LIC's authorised Officials.
14. Complaint(s) can be booked by any office of LIC. Hardware Breakdown/fault/ failure complaints will be intimated by the Corporation to the vendor through E-mail from LIC's Complaint Tracking module. The downtime / breakdown period will be reckoned from the date and time of logging of the complaint to the Vendor by Corporation's authorized official. Complaint ID no. allotted by the module will be the reference no. for any query in this regard. Vendor should compulsorily allot a complaint no. for all complaints which are not booked through the module which must have arisen due to unavoidable situations.
15. Complaint(s) will be deemed to be resolved if the following record is available with the Corporation:
 - Customer Call Report (CCR) signed by both the service engineer and Corporation's authorized official, confirming that the complaint is resolved. Date and time of resolution of the complaint shall be indicated clearly.
 - Record of down time for hardware will be maintained by LIC and will be binding on the Vendor.



For and on behalf of: _____ (Bidder)

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Date: