


RFP FOR IMPLEMENTATION AND MAINTENANCE OF ENTERPRISE MAIL MESSAGING SOLUTION REF LIC/CO/IT-BPR/EMS/RFP/2017-18 Dated 14-3-2018
CLARIFICATIONS TO PRE-BID QUERIES -3

Sl. No	RFP Document Reference(s), (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Clarification/Corrigendum to RFP
1	Page 81 Point 17	a. Data Retrieval Period (length of time in which the customer can retrieve a copy of their cloud service customer data from the cloud service): 90 days	Pt 9 Data Retrieval period:- As per the clarification If a user has deleted an item in Microsoft Outlook or Outlook web app. Then item will be moved to a folder (recoverable items – deletions) and kept for 14 days. Require confirmation that this will be acceptable for both On premise & Cloud	Yes this is acceptable for both On premise and Cloud
2	Page 81 Point 17	a. Data Retrieval Period (length of time in which the customer can retrieve a copy of their cloud service customer data from the cloud service): 90 days	Please specify the restoration time required for cloud mailboxes Please confirm if Restoration time required for Cloud mailboxes as 90 days is for deleted mailboxes in Cloud OR The solution should preserve data for 90 days once the mailbox is deleted.	RFP conditions stand . The solution should preserve data for 30 days once the mailbox is deleted .This is for data other than at termination of contract
3	Page 82 Point 18 .2 and Annexure XI 18.7	. The bidder shall Establish a dedicated encrypted data link between LIC and cloud service provider/OEM network, bidder/cloud service provider/OEM is required to encrypt data movement	Encrypted data link between LIC and Office 365 solution from Microsoft isn't required. The data between server and client will be encrypted using HTTPS. None of the Office 365 Banking & Insurance customers including SBI, Bank of Baroda, ICICI Lombard, India First Life are utilizing encrypted connection for connecting to Office 365. Request you to kindly remove the requirement of encrypted data link between LIC & cloud service provider	The bidder should ensure that data movement between cloud service provider/OEM network, server and LIC is encrypted
4	Page 83 Point 15 and page 138 annexure XI ,18.20	Bidder / Cloud service provider / OEM to ensure that the cloud infrastructure is synchronized with LIC's time server	This isn't possible with cloud and time synchronized is with international time servers	RFP condition is modified
5	Page 83 Point 22	Cloud infrastructure is synchronized with the LIC's time server.		RFP condition is modified
6	Page 93 Sec6 .2 Project Timelines	Implementation, Migration , Project completion period Implementation, Migration , Project completion period---20 weeks from the date of Purchase Order or Contract	Request to increase Implementation, Migration , Project timeline to 30 weeks from the date of Purchase Order or Contract Reason :- We need above change because upgrading from exchange 2007 to latest version will be 2 step implementation with 1 hop from 2007 to 2013 and other from 2013 to 2016 for 1.5 lakh users, there will be Decommissioning of Exchange server 2007 completely to introduce Exchange server 2016 which take same amount of time to migrate . hence 30 weeks would be needed to complete Implementation and Migration	RFP condition is modified .
7	Page 94 Sec7 - SLA 1.b	Delay in project implementation beyond 20 weeks from the date of receipt of contract/purchase order-0.1 % of the contract value per week		RFP condition is modified .

8	Server Server Specification	1. CPU - Latest generation x86, 64 Bit Intel® Xeon® Processor or higher with at least 32 cores and cache of 48MB or above ---	1. C--- In latest generation series processor 48MB Cache is not available and MS-Exchange 2016 solution recommends max 24 Cores processor and even for Ad we require Bare mini of 4 core 16 GB RAM config server.	RFP conditions stand .Configuration is to be proposed as per RFP conditions
		2. Memory - Each with at least 256 GB DDR4 expandable upto 1024 GB	2. - MS-Exchange 2016 solution recommends max 192GB Memory	
		3. Hard disk drive - 2x1800GB SAS 10K rpm	3. Few exchange roles doesn't require 1.8TB capacity	
		4. Bus Slots - Minimum of 4 Nos of PCIe 3.0 based mezzanine slots based mezzanine slots. One PCIe x16 based and one PCIe x8 based supporting Ethernet, FC adapters, Infiniband and SAS based adaptors	4. 1U rack mountable server supports max 3 PCIe Slots, if any server which is not require more than 6 HDDs & will not connect to external storage then can we propose 1U Rack mountable server?	
		6. Dual Port 10GbE Converged Network Adaptor	6. As we are proposing FC HBA for storage, then still do you require converged network adapter?so can we propose the hardware configuration based on our solution	
9	Infrastructure Specifications (Hardware)	There shall be no dependency or any assumption on part of the Bidder that he can share or make use of existing software or hardware, except for the following: 1. DC Network (routers, switches, LAN cabling, Layer 7 Switches,) 2. Security related infrastructure(Firewalls and IPS, Antivirus , Antivirus for mail ,Email Gateway)	1. Do we need to provide new switches or routers to meet the new servers connectivity (e.g. 10G interface - fiber or copper). 2. If no, then what is the existing network setup and do we have info about existing switches – so that we can consider new servers accordingly. 3. Do we need to consider any services for configuration of existing network for new mailing solution ?	Bidder can share or make use of existing DC Network (routers, switches, LAN cabling, Layer 7 Switches,).At present only 1G interface is available on switches but 10G interface switches will be available in next six months as per future plan of LIC network team
10	Infrastructure Specifications (Hardware)	All required cables & connectors, Racks ,Rack Mounting kits ,KVM need to be provided by vendor(s). All server and hardware need to be provided with KVM for server administration.	Do we have Rack Space available at DC and DR considering for 5 Rack in DC and 3 DR.	Yes