

PRE – BID MEETING

Friday, 12th October, 2018

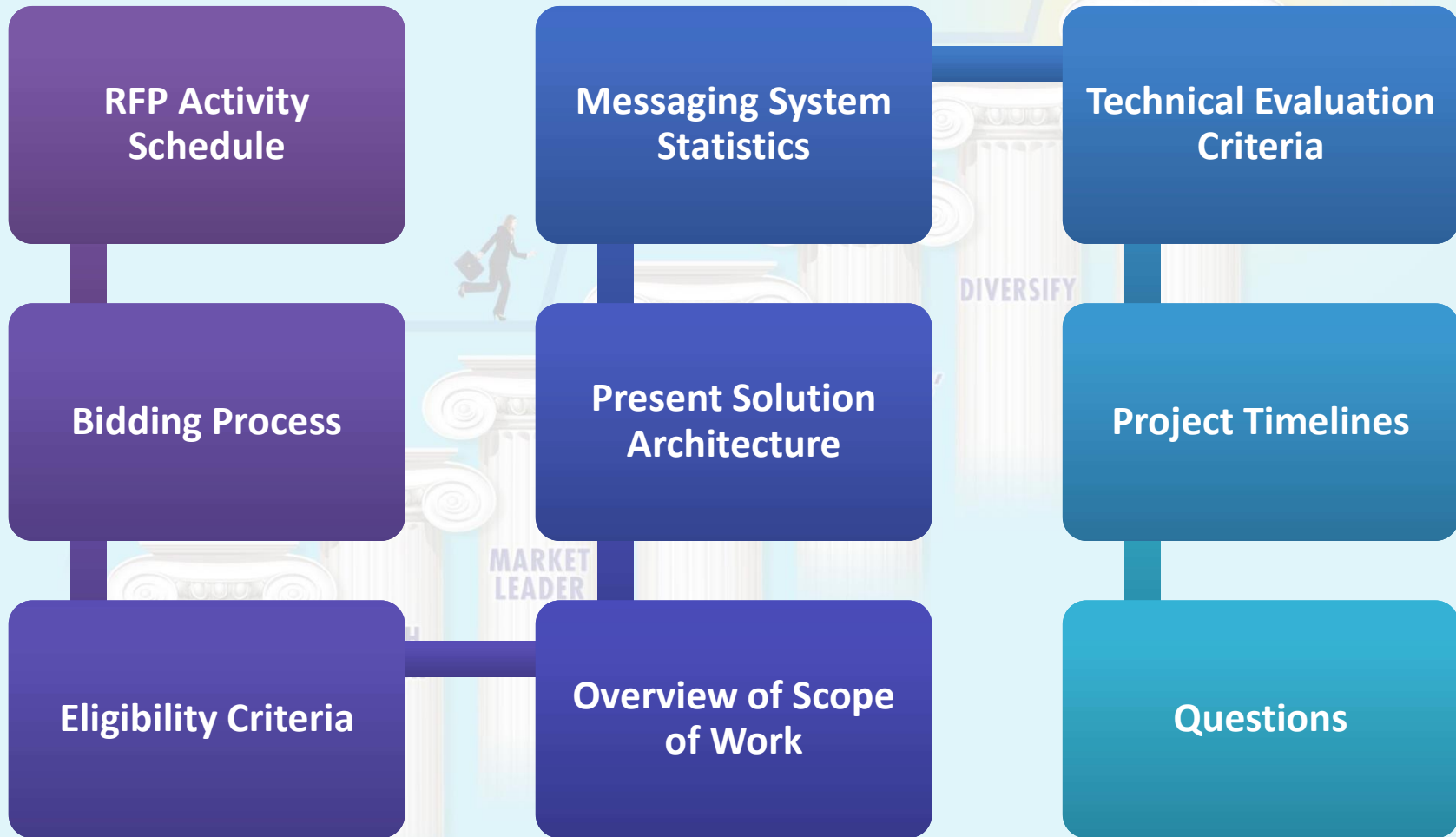


Request for Proposal
for

**Implementation & Maintenance of
Enterprise Mail Messaging Solution**

[Ref: LIC/CO/IT-BPR/EMS/RFP/2018-19] Dated: 03/10/2018

AGENDA



RFP Activity Schedule

1	Last date and time for receiving queries on Bid	11 th October, 2018 latest by 5.00 pm
2	Pre-Bid meeting	12 th October, 2018, 11.30 am
4	Last date & time for Bid submission	12th November, 2018 latest by 2.30 pm
5	Eligibility Bid opening date/ time	12 th November, 2018 at 3.00 pm
6	Website address	http://www.licindia.in/Bottom-Links/Tenders.aspx
7	Contact Email id	mailbid@licindia.com

Bidding Process

Stage 1 – Eligibility Criteria Evaluation

Initially The Pre-contract Integrity Pact, Eligibility Bids and Technical Bids will be opened. Eligibility bids will be evaluated for those bidders who have submitted Pre-contract Integrity Pact and bid price.



DIVERSIFY

Stage 2 – Technical Bid Evaluation

Technical bids of those bidders who have qualified Eligibility criteria will be evaluated.



MARKET
LEADER



Stage 3 – Commercial Evaluation

Indicative commercial bids of Technically qualified bidders will be opened. Selection of L1 bidder will be done through Online Reverse Auction



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Eligibility Criteria

The bidder should be an System Integrator for a minimum period of three (3) years as on the date of release of this RFP

Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained Email Messaging Solution comprising 10,000 and more mailboxes each in at least 3 organisations, in the specific delivery method i.e. on-premises being proposed , in India, in the last 3 financial years (2015-16, 2016-17, 2017-18). .

The proposed Mail Messaging Solution should have been implemented and be live with 50,000 or more mailboxes in at least one organisation . This condition is for OEM

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

Eligibility Criteria

Bidder should be a OEM certified LSP (Large Solution 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 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

The bidder should have positive net worth in each of the last three financial years (2015-16, 2016-17, 2017-18)

The bidder should have a valid CMMI Level 3 or higher Certification

Overview of Scope of Work

LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and Software

In **CAPEX model** with 24x7 availability to be implemented in Centralized Architecture at LIC Data Centres with an on-premises delivery method

The vendor shall be required to choose the above delivery method and shall include facility management and maintenance services for the solution for a period of **six years**.

Overview of Scope of Work

The bidders to bid for:

Supply of Software and its licenses for an Enterprise Class E-mail Messaging Solution and Hardware in Centralized Architecture on-Premises in Capex Model with HA and DR

Migration from existing Microsoft Exchange 2007 to the New E-Mail Messaging Solution

Facility Management and Maintenance of the Mail Messaging Solution and its Hardware

Overview of Scope of Work

Design the Messaging Solution

Supply and Installation of Hardware required as per the proposed solution

Supply and Installation of Software and software licenses for the Mail Messaging Solution

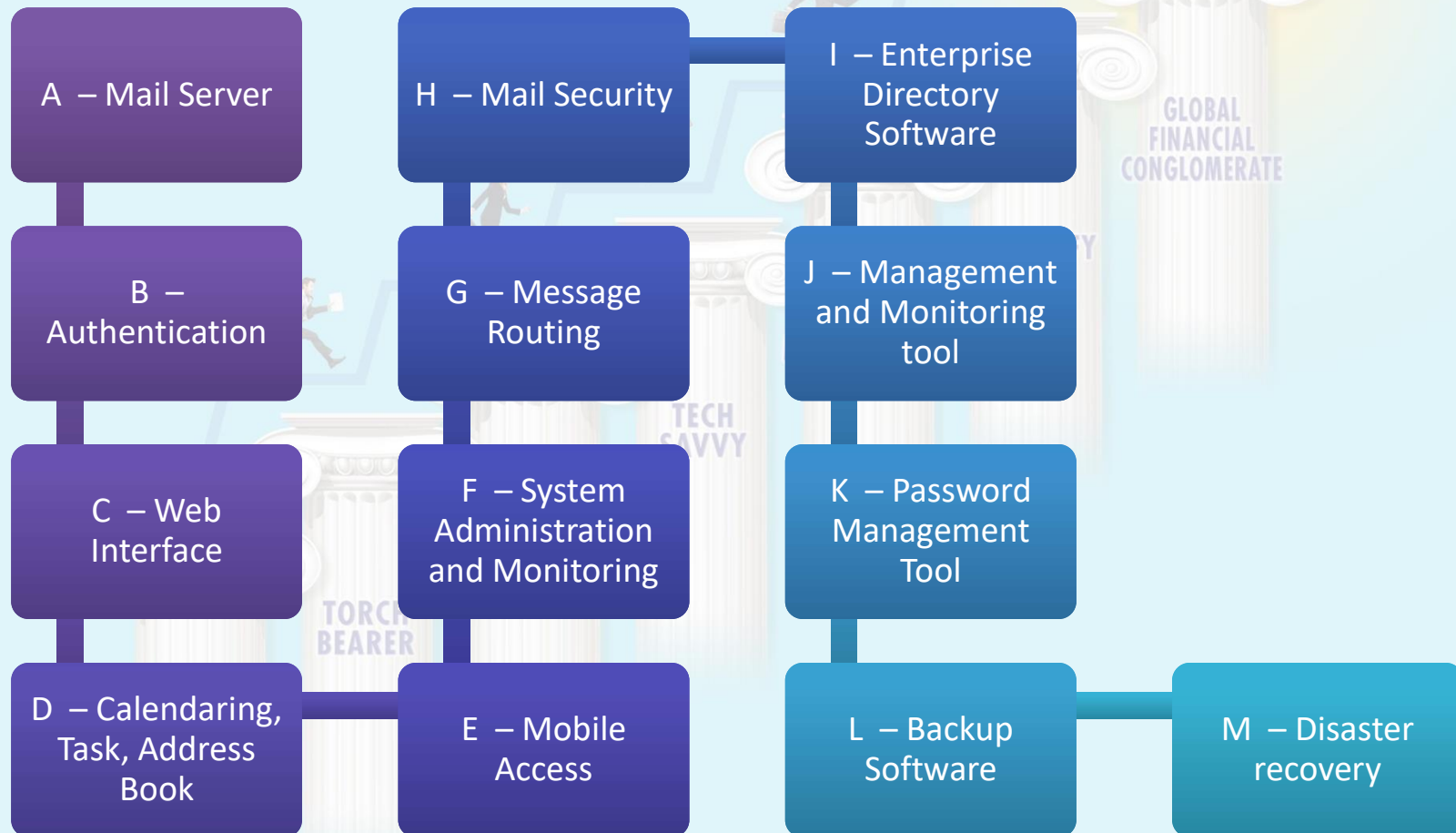
Installation, customization and implementation and management of Mail Messaging solution

Annual Maintenance Contract

Facility Management

Overview of Scope of Work

The Mail Messaging solution supplied should consist of the following components



Overview of Scope of Work

Uptime

- Uptime requirement is 99.5%

Server

- Servers should be present in the leaders or challengers quadrant of Gartner's Magic quadrant for Modular Servers in the year 2016 and 2017

Storage

- Storage should be present in the leaders or challengers quadrant of Gartner's latest (2017) Magic Quadrant for General Purpose Disk Arrays

Backup Solution

- Backup Solution should be present in the leaders or challengers quadrant of Gartner's latest (2017) Magic Quadrant for Data Center backup and Recovery solutions

Present Solution Architecture

Overview

- The present mailing solution Microsoft Exchange 2007 and Active Directory -Windows Server 2008 consists of following software

Mailing Solution

- Exchange 2007 Enterprise for Mailbox
- Exchange 2007 Std for Hub and CAS server

Operating System

- Windows Std 2008
- Windows Enterprise 2008

Directory Services

- Active Directory, Operating System -Windows Server Std 2008

Licenses already purchased by LIC (that can be reused)

- Windows server 2012R2 Std CAL -48315 in number, Windows Server Std 2012R2 – 3 server licenses already procured by LIC

Backup Software

- Netvault licenses for 10 locations

Hardware

- Servers -48, Storage -17, Racks, KVM Switches, Tape Drive LTO3, Tapes

Present Solution Architecture

Architecture

- The present mailing solution is implemented in a decentralised architecture at 11 locations
- Mumbai – Central Office Vile Parle; Mumbai – Central Office Nariman Point; Central Office – Pune; Delhi; Kanpur; Patna; Kolkata; Bhopal; Chennai; Hyderabad; Mumbai- West Zone.
- CCR for Central Office with SCR at Pune

Bridgehead Hub Servers

- at Vile Parle, Webmail servers at Yogakshema

Active Directory Servers

- 14 Active Directory servers are in decentralized set up

DR Site

- Pune Data Centre

Present Solution Architecture

Antivirus, Mail Scan and Email Gateway Security

The Mail Messaging solution servers are all installed with Corporate AntiVirus Trend Micro, Scan mail on the Hub Servers and implemented Email Gateway Security

Clients – Mailing Clients used by users are

MS outlook Professional 2016,/13/10/07 /03

Thunderbird mail client etc.

The webmail is accessed using standard web browsers like Internet Explorer, Chrome, Mozilla, Edge etc.

Approximately, 70% of users currently use web browsers to access mail through OWA/Thunderbird.

Most of these clients (90%) do not have any access to internet either directly or through a proxy.



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Messaging System Statistics

Number of mail boxes over a period of 6 years to be provisioned	:	1,57,500 (growth of 5%) estimated
Number of mail boxes at present and to be provisioned immediately	:	1,50,500 • Individual ids - 1,28,748 (approx.) • Departmental ids - 21,752
Number of desktops connected to Active Directory	:	35,553
Total Number of desktops / devices including the desktops connected to Active Directory (above) and the number in future	:	1,05,365
Number of Active Sync users connected over internet	:	7,500
Existing Exchange DB size used	:	12,377 GB
Existing Exchange DB size allocated	:	13,254 GB
New Mail Box size or Exchange DB to be allocated (as per new mail box sizes for existing mail ids given in table above)	:	Mail DB size 65 TB in first year to 75 TB in sixth year, mail box size: 10 MB, 750 MB to 5 GB

Messaging System Statistics

Number of mails processed by present Exchange system during the year	16.65 crores for 2016-17
Number of mails processed by Exchange system projection for the 6 th year	12.73 crores for 2015-16
	Growth per year 4 Cr. per year
	Projection for 6 th year - 40.66 crores

Number of automated mails processed by present Exchange system during year	: 5 crores (approx.)
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Number of outgoing mails from present bridgehead server to Email Gateway on a peak day	: 2.5 lacs (approx.)
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Number of outgoing mails from present bridgehead server to Email Gateway during year	: 6 crores (approx.)
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Number of incoming mails from present Email Gateway to Bridgehead server on a peak day	: 1.6 lacs (approx.)
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Number of incoming mails from present Email Gateway to Bridgehead server in a year	: 4.6 crore (approx.)
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Project Timelines

Sl No.	Activity	Delivery Schedule
1	Delivery of software , hardware etc.	6 weeks from the date of Purchase Order or Contract
2	Implementation, Migration , Project completion period	25 weeks from the date of Purchase Order or Contract
3	Deployment of On-site Engineer in Mumbai after receipt of the purchase order	At Go-live

PIONEER

TORCH
BEARER

Technical Evaluation

Bidders would be considered as technically compliant only 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

Bidder has to conform to all mandatory points and provide satisfactory responses to all questions in Annexure XI – Functional requirements



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Annexure – XVIII: Indicative Commercial Bid Template for on-premise-CAPEX solution

Sr No.	Type of component	Description (b)	Quantity (c)	Cost per item/year (d)	No. of years (e)	Total (f = e x c x d)
	Hardware	(Type of hardware like server, storage, KVM, rack, backup device etc.)				
		(Type of hardware like server, storage, KVM, rack, backup device etc.)				
A	Total Hardware Cost					
	Software licenses	(Type of Software like OS, Messaging Solution, Client, backup software etc.)				
		(Type of Software like OS, Messaging Solution, Client, backup software etc.)				
B	Total Software Cost					
C		Implementation of Solution, Migration of existing accounts & data to the new system				
D		Onsite resources for six years				
E		Support charges for software for six years				
F		Total AMC Charges and rate for Hardware for 1 years excluding 5 year warranty		Rate:		
		CONTRACT VALUE =A + B + C + D + E + F				

