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date 26/12/2014

Request for Expression of Interest for Email Archival dated 12.12.2014 Tender Enquiry No :CO/IT-BPR/CMS/RFP/2014-15/02

Clarification(s)/Corrigendum to Request for Expression of Interest for Email Archival dated 12.12.2014 Tender Enquiry No :CO/IT-BPR/CMS/RFP/2014-15/02

Sr No	RFP Document reference(s) section	RFP page number	Content of RFP requiring clarification(s)	Points of Clarification	Clarification(s)/Corrigendum
1	4	1	B	What is the count of the Google Mail and Office365 mailboxes that LIC would like to include in the sizing?	As of now LIC does not use Google mail and Office 365 mailboxes ,This could be a future requirement , if existing Exchange 2007 mailboxes are converted to any other mailing system.
2	Functional and Technical Requirement For the email archival system	4	12	Kindly elaborate on what do you mean by "Availability of Open Storage Layer"	Storage layer should be open and there should not be vendor /oem lock in and should be scalable in future
3	Functional and Technical Requirement For the email archival system	4	13	Can the archiving software include multiple products to meet archival requirements of various application, from the same vendor?	This EOI's primary objective is to procure a robust archival solution for emails. Rest of the features are optional add-on features. It is left to SI to propose a comprehensive email archival solution.
4	Additional			What is the count of Exchange Servers hosting Journal Mailboxes? Request you to provide a site wise split.	As of now Journaling of mailboxes is not implemented an any Exchnage Server in LIC.
5	Additional			Count of MS Exchange Journaling Mailboxes?	As of now Journaling of mailboxes is not implemented an any Exchnage Server in LIC.
6		Additional		Average message size per user per business day?	30 KB without attachment ; 200 KB with attachment(typical assumption); Maximum attachment size is 20MB for select mail users
7		Additional		Average message size (KB)	30 KB without attachment ; 200 KB with attachment(typical assumption); Maximum attachment size is 20MB for select mail users
8		Additional		Size of existing archive PST files	185000 GB ie. 25 GB per user for top 5000 users; 2 GB per user for 30000 users (This is a rough estimation as pst files are stored on individual desktops)
9		Additional		Annual message growth?	5%
10	2	Activity Schedule	11	Request extension to the bid submission date to 10th January 2014	Last date of EOI Submission Date & Time 12th January,2015 latest by 3:30pm

11	Email Solution Details			Microsoft Exchange-Email Solution	Email Solution is Microsoft Exchange 2007
12				Microsoft Exchange 2007-Version of Exchange currently installed	Version of Exchange currently installed -Microsoft Exchange 2007 SP3
13				Both - Mailbox Archival and Compliance Archival-Is it Mailbox Archival / Compliance Archival / Both	Mailbox Archival and Compliance Both are required
14	Mailbox Archival			Number of Exchange Stores to be included in archiving (If running Exchange 2000 or greater please give the total number of message stores rather than the number of Exchange servers)	Total number of message stores =195
15				Average Size of Exchange Store (GB)	25 GB approx.
16				Total Size Exchange Store (GB)	5000 GB (approx) of store size used at present ; 10500 GB of store size is allotted to users
17				No. of Mailbox servers	14
18				What is the total number of mailboxes across the Stores?	1.5 lakhs at present , 200000 to be considered for Email Archival
19				Number of mailboxes expected to be included in archiving	5000 in phase I ; 195000 in Phase II
20				Estimated average unique messages per user per day?	150 for 40000 users (20% heavy users) ;100 for 100000 users (50% regular) ;50 for 60000 users(30% light)
21				Estimated % of messages with attachments?	20% (typical assumption)
22				Average size of attachment (KB)?	150 KB (typical assumption)
23				Average # of attachments per message?	2 (typical assumption)
24				Average size of message without an attachment (KB)?	30 KB
25				Average size of message with an attachment (KB)?	200 KB
26				Number of months data will be retained in the Archive:	7 years on disk and further on either media servers or on Tapes total period for Archival 20 years.
27				Days per week with high email volume: (Working days)	6
28				Volume, in GB, of PST's to be archived:	185000 GB ie. 25 GB per user for top 5000 users; 2 GB per user for 30000 users (This is a rough estimation as pst files are stored on individual desktops)
29				Amount of email to be backfilled:in GB	existing store size of 5000 GB and 185000 GB of PST as given above
30	PST files information (if relevant)			Approximate number of PST files in organisation	70000 (2 PST files for 35000 users)
31				Average size of PST files	25 GB per user for top 5000 users; 2 GB per user for 30000 users
32				Are the PST files stored in a central network shared area Y/N	No. At present, these are on individual desktops

33	Relevancy			Are you intending migrating all PST files into the archive Y/N	Yes
34				If no what % will be included	NA
35	Compliance Arch			Are you running Journaling?	At present Journaling is not run
36				If yes would you be archiving the journal mailbox?	Journaling is at present not enabled for any user
37				Will journaling be enabled for all users or selective users? If Selective, how many no. of users?	Journaling is at present not enabled for any user .Journaling is copy of mailbox on Exchange server.Whether Journaling is to be enabled along with Email Archival system will be decided as per industry best practices .Bidder to suggest as per industry best practices.
38				How is journaling architected?	Journaling is at present not enabled for any user
39				If journaling is central, please indicate how many servers host the journal mailboxes?	Journaling is at present not enabled for any user
40				If Journaling is regional, please indicate how many servers host the journal mailboxes by location/region?	Journaling is at present not enabled for any user
41	Content Indexing and Search			Should journal archives be indexed for full text searching purposes?	Journaling is at present not enabled for any user
42				If searching of journal archives is enabled, what is the expected user population by location that will have journal archive searching capabilities?	Journaling is at present not enabled for any user
43				Number of months data will be retained in the Content Index:	Journaling is at present not enabled for any user
44	Growth Estimations			Estimated yearly Email growth in percentage:	5%
45				What is the expected growth per year for	
46				Message size (%)	0%
47				Number of mailboxes (%)	5%
48				Number of messages received (%)	5%
49				Number of messages sent (%)	5%
50				What would be your optimum Exchange Store size	There 195 Exchange stores , Used Size of stores range from largest size is 105 GB and smallest 104 MB
51				What would be your optimum number of mailboxes per store	There 195 Exchange stores , No. of mail boxes in stores range from 3 to 8000 (approx)
52				Do you intend to migrate to a newer version of Exchange soon?	Whether LIC will migrate to new version of mailing system will be decided in future

53	Eligibility Criteria Point 4		The bidder should have implemented proposed email archival system in any one organization for more than 10,000 mail boxes in last 5 years	It is suggested that the clause be modified to : Bidder/OEM should have a reference of implementation of more than 10000 mail boxes in any one oragnization in the last 5 years. (Justification-Since this is an EOI, this clause will ensure maximum participation and hence more information can be gathered on the subject)	OEM should have a reference of implementation of more than 10000 mail boxes in any one oragnization in the last 5 years. SI should have a reference of implementation of the same proposed solution for 1000 or more mail boxes in any one oragnization in the last 5 years.
54	Eligibility Criteria Point 8		The bidder should provide budgetary estimates for the end to end project for 5 years	It is suggested that LIC provide more details for arriving at budgetary figure :	
55				1. Exact number of mail boxes today and scalability split of 2 lakh mail boxes	1)Number of mailboxes :1.50 lakhs at present , 200000 to be considered for Email Archival
56				2. Estimated no. of mails per mailbox	2) Number of mails in mailbox can vary as different users are allocated mailbox of different sizes , and user can use up space allocated or delete the mails -for eg a 300 MB mailbox may contain 1700 mails
57				3. Average PST size and estimated number of such PST's per user.	3)185000 GB ie. 25 GB per user for top 5000 users; 2 GB per user for 30000 users(This is a rough estimation as pst files are stored on individual desktops)
58				4. Retention period of archived data on archival setup before backup on Tape.	4) 7 years on disk and further on either media servers or on Tapes total period for Archival 20 years.
59				5.Estimated no. of files and avg. filesize in case file archival needs to be factored in the budgetary estimate.	5)File server is not yet implemented , we may allocate 100 GB per user to 5000 users in phase-I
60				(Justification- These additional details will help us to size the required hardware and software accordingly for 5 years.)	

61	Technical Criteria for the proposed email archival system point 13		Integrated content archiving for Email systems and PST files, File servers, Microsoft SharePoint, Enterprise content management systems, Databases and ERP systems, Instant messaging systems	We request that LIC provide more details regarding these mentioned non e-mail content repositories (file servers, enterprise content management, IM systems, core application). E.g. their vendor and architecture/sizing details, the mechanisms of content access and possible backup mechanisms . (Justification-We would need this information to help us provide the budgetary estimates as well as provide information whether we support the same out-of-box or needs customization.)	This EOI's primary objective is to procure a robust archival solution for emails. Rest of the features are optional add-on features. It is left to SI to propose a comprehensive email archival solution.
62	Activity Schedule		Last date of EOI Submission Date & Time 5th January,2015 latest by 3:30pm	We request that LIC provide us an extension of at least one week to submit this EOI response. (Justification-Since it's the holiday season, the required technical and managerial resources may not be available in the existing time frame to work on this EOI and provide a detailed response for the same.)	Last date of EOI Submission Date & Time 12th January,2015 latest by 3:30pm
63	Point 4.	a		can the solution be a Challenger or Leader in Gartner's magic quadrant?	Though EOI states that the product should preferably be in Leaders Quadrant of Gartners report , the proposed email archival solution can be in challengers quadrant also
64	Point 4.	b		Can the solution be sufficient to support on Exchange server only?	Solution should support the present Exchnage 2007 and its later versions as well as other mailing platforms.
65	Point 4.	i		Can the archival be targeted with full functionality for power users (5%) and basic functionality for remaining users (95%) to optimize the cost of the solution?	Bidder is expected to suggest implementation methodology based on industry best practices.
66				For power users, is there a requirement for Legal hold to retain mails and e-discovery by auditors?	Yes

67		The current mail setup in LIC is as under: Microsoft Exchange 2007 ,decentralized one with 10 locations as given below: a) LIC's Central Office, Nariman Point, Mumbai (two sets installed in CCR mode with SCR at Pune) b) Vile Parle Data Centre at Mumbai (two sets installed in CCR mode with SCR at Pune) c) 8 Zonal Offices (Mumbai, Delhi, Bhopal, Kannur	1)How Mail gets routed – incoming & outgoing 2)Mail Traffic We would need mail traffic size i.e. We required Total mail traffic per day n order to size Email Archival hardware.	1)Incoming/Outgoing mails from outside LIC domain are send/receive to/from Email gateway Security server to/from the Exchange Hub server at Mumbai 2) Average Mail traffic at present - approx 5 lakh per day (24 hrs)
68		Preferably be in Leader's Quadrant in Gartner's Magic Quadrant for Enterprise Information Archiving in any of the last five years	Gartner is MNC certification rating created & used by MNC's discouraging good Indian Products viz ours. Also, Gartner does not have National/India based ratings which puts us to a great disadvantage. Requesting your consideration for granting us an exemption for this clause. Can we request complete exemption?	EOI states that product should Preferably be in Leader's Quadrant in Gartner's Magic Quadrant for Enterprise Information Archiving in any of the last five years. But products in other quadrants as well as not in Gartners Magic Quadrant will be eligible.

69			Support end-user archiving for Microsoft Exchange platform and other email platforms such as Google Mail, Office 365 or any IMAP enabled mail system, Microsoft File Servers, SharePoint Content, Social Media and Website etc.	Only for Emails Archival ? Pl. Reconfirm.	This EOI's primary objective is to procure a robust archival solution for emails. Rest of the features are optional add-on features. It is left to SI to propose a comprehensive email archival solution.
70			Support Policy-based management and workflow to automate archiving processes and take control of data sprawl	Pl. clarify with your understanding.	Policy based management and work flow involves configuring policies for archiving for different categories of users based on retention time, type of storage etc and automate archiving processes
71			Have in-build data classification	This looks to be proprietary DLP feature, which can be optional as it's not a part of Email Archival. Pl. clarify & confirm.	This technical specification is optional
72			Automate mailbox management	You are authorising End users with right to Archival probably violating Policy guidelines & confidentiality provisions. We have Server based real-time Email Archival. Please confirm.	Eol condition stands .

73			Native IM archiving	Refer Point No. 2.ie 2. We are happy to know that you are considering pure Email-based archival parameters & dropping all the proprietary products like Databases ERP Systems /Native IM Archiving/ MS-File Servers/SharePoint/In-built data classification i.e. DLP/ and similar such references etc. We understand that you are looking for an Open Source products which would give you freedom for lock-in, saving cost on licenses/warranty arising out of licensing issues. Pl. confirm.	The Technical specifications asked for in the EOI are desirable and should be deliverable either through OUT of Box solution or customisation.
74			Support for Microsoft ecosystem: Supports Microsoft Outlook and Outlook Web Access, Windows Desktop Search, Windows Rights Management Services, Microsoft Cluster Server, and SharePoint Portal Server	Refer Point No. 2.i.e 2. We are happy to know that you are considering pure Email-based archival parameters & dropping all the proprietary products like Databases ERP Systems /Native IM Archiving/ MS-File Servers/SharePoint/In-built data classification i.e. DLP/ and similar such references etc. We understand that you are looking for an Open Source products which would give you freedom for lock-in, saving cost on licenses/warranty arising out of licensing issues. We have available Plugin for Microsoft Exchange Outlook Client 10/13 which creates Ease of use for the End-user to retrieve older mails from Archival Server.	EOI condition stands .
75			Availability of Open Storage Layer	Refer Point No. 3.i.e 3. We request you to take offers directly from OEMs (for Product & warranty) rather than Partners of these OEM as this being the most important project for LIC. Pl. confirm on Open Source prohibiting Vendor lock-in.	EOI condition stands .

76			Integrated content archiving for Email systems and PST files, File servers, Microsoft SharePoint, Enterprise content management systems, Databases and ERP systems, Instant messaging systems	Refer Point No. 2.i.e 2. We are happy to know that you are considering pure Email-based archival parameters & dropping all the proprietary products like Databases ERP Systems /Native IM Archiving/ MS-File Servers/SharePoint/In-built data classification .Only for Emails Archival ? Pl. Reconfirm.	This EOI's primary objective is to procure a robust archival solution for emails. Rest of the features are optional add-on features. It is left to SI to propose a comprehensive email archival solution.
77			Support Global deduplication of Archived Content (i.e. email, files, sharepoint, IM, databases.)	Pl. clarify with your understanding.	Proposed product should support global deduplication of archived content is clarified with an example as follows: 1)if a an email with an attachment is send to 5 users , one copy will be archived instead of five 2)Multiple copies of same file on File Server will be deduplicated and one copy of file will be archived. or alternately, a hyperlink for the single instance of the attachment is shared with the intended recipients.
78			Support Policy-based management and workflow to automate archiving processes and take control of data sprawl	Refer Point No. 2.i.e 2. We are happy to know that you are considering pure Email-based archival parameters & dropping all the proprietary products like Databases ERP Systems /Native IM Archiving/ MS-File Servers/SharePoint/In-built data classification .Only for Emails Archival ? Pl. Reconfirm.	Eol condition stands

79			"The bidder should have implemented proposed email archival system in any one organization for more than 10,000 mail boxes in last 5 years"		OEM should have a reference of implementation of more than 10000 mail boxes in any one organization in the last 5 years. SI should have a reference of implementation of the same proposed solution for 1000 or more mail boxes in any one organization in the last 5 years.
80			For EOI and PoC, should the bidder or System Integrator partner with same OEM with whom the SI had done/ worked on the implementation of 10000+ mail boxes.	There can be a situation where both the SI and OEM had done this kind of large implantation but separately.	The condition stands revised as " For the purpose of the EOI & POC, the bidder/system Integrator should have implemented the solution for a minimum of 1000 mailboxes of the proposed OEM solution in the last five years."

81				How many years of Email Archive should be retained in the archive system?	7 years on disk and further on either media servers or on Tapes total period for Archival 20 years.
82				What is the average size of mailbox?	average size of mailbox is 500 MB for top 5000 users and 100 MB for rest 145000 users
83				What is the average Send/Receive mails per user per day?	150 for 40000 users (20% heavy users) ;100 for 100000 users (50% regular) ;50 for 60000 users(30% light)
84				Do you have any compliance requirements?Provide details	retention /destruction of records policy of LIC , RTI Act and IT Act 2008
85				Is there a requirment for E-mail Journaling?	At present Journaling is not run.
86				Have you configured Public folders in the existing Exchange 2007 deployment?	Public folder with minimum space is configured
87				Do you need Public folders to be archived?	No
88				We would request you to consider the eligibility criteria which states that "The bidder should have implemented proposed email archival system in any one organization for more than 10,000 mail boxes in last 5 years" to "The bidder/OEM should have implemented proposed email archival system in any one organization for more than 1000 mail boxes in last 5 years".	Query answered above

EXECUTIVE DIRECTOR (IT/BPR)