With reference to Tender Notice No. TW-IT-OT-06/2012-2013

				Clarification to the Vendors		
Sl. No	Page No.	Specification Clause	Specificaiton	Vendor with reference	Suggested Specification/ Queries	Agreed Specification
1	8	12.1	The bidder should have minimum Annual Turnover of Rs: 50 lacs.(Rs fifty lacs only) with profit in any two of the past three financial years.	SIFY	The bidder should have minimum Annual Turnover of Rs.50 lacs (Rs. fifty lacs only) with profit in any one fo the past three financial years(2008-2009,2009-2010&2010-2011) or The bidder should have minimum Annual Turnover of Rs.50 lacs.(Rs.fifty lacs only)with profit in any one of the past five financial years (2006-07,2007-08,2008-09,2009-10& 2010-11)	The bidder should have minimum Annual Turnover of Rs.50 lacs (Rs. fifty lacs only) with profit in any one fo the past three financial years(2008-2009,2009-2010&2010-2011)
2	8	12.2	Bidder can be a proprietary or partnership firm or Pvt.Ltd. or limited company having registered office within the state i.e. Odisha.	SIFY	Bidder can be a proprietary or partnership firm or Pvt.Ltd.or limited company having office with in the state i.e Odisha	Bidder can be a proprietary or partnership firm or Pvt.Ltd.or limited company having office with in the state i.e Odisha
3	8	12.3	Minium 5 year experience of the firm in the webmail hosting,development and maintenance in any state Govt./PSU/Central Government.Designing minium 5 webmail in any state Govt./PSU/Central Government(Prefered power sector)	SIFY through his letter	Minium 4year experience of the firm in the webmail hosting,development and maintenance in any state Govt./PSU/Central Government.Designing minium 2 webmail in any state Govt./PSU/Central Government	Minium 4 years of experience of the firm in the webmail hosting,development and maintenance for atleast 2no. of webmails or 30,000 mail boxes in any state Govt./PSU/Central Government/Corporation/Nationalized Bank
4	8	12.3	Minium 5 year experience of the firm in the webmail hosting,development and maintenance in any state Govt./PSU/Central Government.Designing minium 5 webmail in any state Govt./PSU/Central Government(Prefered power sector)	Trimax IT infrastructure and services limited mumbai	we requesting OPTCL to kindily relax us from this clause as we are having the experience to serve such customers from state Govt/PSU/Central Government etc but not for 5 years.Requesting OPTCL to relax the experience clause from 5 years to minimum 1 year to give us the equal opportunity to participate.	Minium 4 years of experience of the firm in the webmail hosting,development and maintenance for atleast 2no. of webmails or 30,000 mail boxes in any state Govt./PSU/Central Government/Corporation/Nationalized Bank
5	8	12.4	The firm must have maintained minimum 5 webmail of any Govt/PSU/Central Government for more than 5 years. Certificate in this regard must be submitted.	SIFY	The firm fust have maintained minimum 2 webmail of any Govt/PSU/Cental Government for more than 3 years..Certificate in this regard must be submitted.	The firm must have maintained minium 2 number of webmails or 30,000 mail boxes in any state Govt./PSU/Central Government/corporationNationalized Bank
6	8	12.4	The firm must have maintained minimum 5 webmail of any Govt/PSU/Central Government for more than 5 years. Certificate in this regard must be submitted.	Trimax IT infrastructure and services limited mumbai	As Trimix being the messaging service provider and supporting almost 30,000 mail boxes to various sectors including Govt./PSU/Central Government from last 1 year.Requesting OPTCL to relax the clause from 5 webmail to 3 webmail in last one year.	The firm must have maintained minium 2 number of webmails or 30,000 mail boxes in any state Govt./PSU/Central Government/corporationNationalized Bank
7	8	12.5	The firm must have its web server minimum 2nos.(The IP address must be mentioned)which should be situated in any data center within india.Certificate from data centre from their letter head should be enclosed with clear infrastructure diagram,the data centre must compliance ISO 27001:2005 information security certificate.	SIFY	Can we add "bidder should have own Tier-3/Level-3 data centre"in this clause.	The bidder should have its own data center, so that unnecessary dependancy may be avoided.The data centre must comply to ISO 27001:2005 information security certificate. Necessary certificate in this regard along with clear infrastructure diagram should be submitted by the vendor.
8	12	2.1 -c	WEBMAIL STRUCTURE: The webmail will be run on Internet Explorer 6.0 and above, Netscape7, Firefox, Opera, Safari and Chrome (Cross browser compatibility).	Microsoft	This should be rephrased as "The webmail solution will run on IE, Firefox, Mozilla, Safari, Chrome".	The webmail will be run on Internet Explorer 8.0 and above, Mozilla Firefox 8.0, Opera, Safari, Chrome and other standard web bowsers
9	13	2.1-d	other services: "Successful bidders will host the webmail with well known service provider." This clause is in cotrast to clause 2.1c-iii-webmail migration and hosting ."the required infrastructure will be provided by OPTCL so as to host the service from inside the OPTCL data center,3rd floor,OPTCL Hqrs office,Bhubenswar.	Trimax IT infrastructure and services limited mumbai	requesting OPTCL to please clariy whether the email solution to be hosted at OPTCL data center or service provider data center?.	The hosting of the webmail will be hosted from the successful bidder's premises atleast for six months and in this case the required hardware and bandwidth will be provided by the successful bidder,which may later be migrated to OPTCL data center with no extra cost to OPTCL.

10	13	2.1-d	update and maintance of webmail."Successful bidder will update the mail interface and backend processes as and when asked by OPTCL"	Trimax IT infrastructure and services limited mumbai	Requesting OPTCL to elaborate the clause with examples.	As soon as the successful bidder will get the contract, he should provide the features as per the tender and support inclusion of new features from time to time.
11	13	2.1-d	Bulk emailing facilities :"A facility to extract email address from website to build email database and send notification mails of events/meets."	Trimax IT infrastructure and services limited mumbai	Requesting OPTCL to elaborate the clause.	The address bar should support intelligent list of values.
12	15	2.1-e	Email Services: Support Replying to messages with Attachments (not just in forwarding messages)	Microsoft	This is seems to be specific "non-essential" feature of a particular product which doesn't give a fair ground to all parties. It should be rephrased as " Messages can be attached while replying"	While replying to a mail the interface should have an option to include the attachment in the original message instead of downloading the attachment and then uploading again.
13	15	2.1-e	Email Services: Support for exporting set of emails as a ZIP file.	Microsoft	This seems to be specific "non-essential" feature of a particular product which doesn't give a fair ground to all parties. This should be rephrased as " Support for exporting set of emails as a ZIP/.pst file".	Support for exporting set of emails as a ZIP/RAR/.pst file types.
14	15	2.1-e	The file explorer : It should have a unique HTML tree control, it should show a PC like explorer interface, there should be a recycle bin to guard against accidental deletes	Microsoft	This is not clear. This point needs be rephrased as "Mailing interface will provide file explorer kind of view and the accedental deletion of the mails should be kept in a perticular location"	The mailing interface should provide HTML tree view of the folders, trash folder should be kept to guard against accidental deletes.
15	15	2.1-e	Technical specification : "supporting forwarding multiple emails by selecting multiple emails and forwarded as one email.	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory
16	15	2.1-e	Technical specification : "support printing multiple email messages at once."	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory
17	15	2.1-e	Technical specification :" The file explorer-"it should have a unique HTML tree control ,it should show a PC like explorer interface,there should be a recycle bin to guard against accidental deletes."	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory
18	15	2.1-e	Technical specification :-"It should be capable of making eventful dates in the month explorer along with automatic email,pop up and SMS alerts.	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory
19	16	2.1 (e)	Files Storage, Sharing and Document Management	Microsoft	This point should be removed. This is not a mailng feature. It can be done by using technology/product like SharePoint which has already been used by OPTCL.	eMail service with documents alongwith sharing facility is required.
20	16	2.1-e	Technical specification :-"Undo facility should be supported for the web client of the users.	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory
21	16	2.1-e	technical specification : "Book marks-It should facilitate to do direct entry under any folder any time, it should have expandandable tree view not just one folder at a time."	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory
22	16	2.1-e	Technical specification : "while typing the group name in the address bar while sending bulk mail the system should be able to rocongnize the group and place all the users of that group by pressing the tab button after entering the group name in the address bar"	Trimax IT infrastructure and services limited mumbai	Requesting OPTCL to elaborate the clause with examples.	Instead of typing individual email ids of a group, entering the group name should put all the email ids in that group in the address bar while composing a mail

23	17	2.1 (e)	from a new user delivered in the account the system should prompt the user to save the new user in its address list along with the auto save option.	Microsoft	This point to be rephrased. The user should get an option to save a contact address from a new email, however the method can differ from solution to solution. The point should be ideally " The user should have option to save contact from email of a new user."	The user should have option to save contact from email of a new user.
24	17	2.1 (e)	While typing the group name in the address bar while sending bulk mail the system should be able to recognize the group and place all the users of that group by pressing the **tab** button after entering the group name in the address bar.	Microsoft	This point needs to be modified as its telling more of delivery a particular feature by the pressing of "Tab button" rather than asking for the feature itself. This makes the point a product specific. This needs to be changed to simply "While typing the group name in the address bar while sending bulk mail the system should be able to recognize the group and should have ability to expand the individual users of the group".	While typing the group name in the address bar while sending bulk mail the system should be able to recognize the group and should have ability to expand the individual users of the group
25	17	2.1 (e)	Photo : It should have facility for digital photo management like uploading, sharing, sending over email.	Microsoft	This point is not clear "Digital Photo management". Is it different in uploading, sharing and sending photo over email? Please clarify.	It should have facility for digital photo management like uploading, sharing, sending over mail
26	17	2.1 (e)	Message Store whereby messages sent to multiple users are stored only once to optimize storage.	Microsoft	This will hamper the performance of the mail server. So point needs to be removed as Microsoft Exchange delivers higher performance from storage by removing single instance email functionality. The core concept lies in the fact that Microsoft Exchange delivers higher performance from Cheap storages like SATA/JBOD thus reducing overall solution cost. Today, the low cost high capacity Storage is becoming more popular. At the end of the day it's lowering the overall storage solution cost that is more important rather than reducing storage space usage.	optimal storage of sent messages to multiple users.
27	17	2.1-e	Technical specification : "Photo -it should have facility for digital photo management like uploading,sharing ,sending over email."	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory
28	17	2.1-e	Technical specification : "Email server should have support for archiving and support discovery or compliance requirements"	Trimax IT infrastructure and services limited mumbai	Requesting you to please clarify for how many no.of years email archiving and discovery is required.	The archiving and discovery of the emails should be atleast for 5 years
29	18	2.1-e	Technical specification : "Migration -As OPTCL is currently using another webmail, the new vendor should migrate the current data and user accounts from the old server to the to be hosted new server without loosing any data.	Trimax IT infrastructure and services limited mumbai	please provide information about existing email soulution used by OPTCL.Is existing email solution used by all the three domains mentioned in RFP?	The existing webmail for OPTCL,GRIDCO and SLDC domain is a customized version of squirell mail and admin control panel is running on Microsoft Exchange. The email data to be migrated to the new server may be provided in .tar format
30	19	2.1-e	Technical specification : "Messaging solution- The webmail should have a facility for sending messages to any mobile number from the email interface of the webmail."	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory
31	19	2.1-e	Technical specification : "Messanger-An inbuilt messenger should have been incorported in the webmail so that the online users can chat among themselves in order to save time as compared to communication over email."	Trimax IT infrastructure and services limited mumbai	is simple text based chat is required or OPTCL also wants to have audio/video chat for its users?	Intially we may start with text based chat only but later on the Audio/Video chat option should be enabled as per the requirement of OPTCL.
32	19	2.1-e	Technical specification : "Mobile compartbility native "overtheair"synchronization to smart phones.All the features should be accessible to the mobile devices of the users.	Trimax IT infrastructure and services limited mumbai	please mention the smart phones/mobile devides used by OPTCL employees.	The webmail should support standard smart phone devices.
33	20	2.1-f	Deliverables of webmail:" Publish articles, events and news related to OPTCL/GRIDCO/SLDC in the webmail dashboard etc."	Trimax IT infrastructure and services limited mumbai	is this feature is mandatorily required or optional	This feature is mandatory

34				Wipro	Where will the servers be hosted?	The webmail will be hosted from the successful bidder's premises atleast for six months and in this case the required hardware and bandwidth will be provided by the successful bidder,which may later be migrated to OPTCL data center with no extra cost to OPTCL, in that case the hardware and bandwidth will be provided by OPTCL.
35				Wipro	Do we have to give the Client Mailing application also, or OPTCL will use the current application?	Initially the mailing solution will be web browser based which may later be configured over a mail client as per the requirement of OPTCL
36				Wipro	In case, the application is hosted outside, will OPTCL give the required hardware/Licenses or Wipro has to procure it on a Capex/Opex Model	In case the webmail solution is hosted in vendor's datacenter the required hardware/License/software will be borne by the qualified vendor.
37				Wipro	What is the total size of Database that has to be transferred to the new system	The current size of the Database that has to be transferred to the new mail system is 15GB
38				Wipro	What is the expected increase in data base size of mails over the years?	Each user's account should be atleast of 2GB, hence, the database size depends on the number of users created as per the requirement which may go upto 2500 no. of users in future.
39				Wipro	What is the customer mail downtime expectation during the transition phase? Any expected timelines to be adhered to for transfer of data?	24 hours i.e. on a holiday is the expected downtime during the transition phase of the webmail solution. The new mail solution should become available from 6 PM on the date of migration.
40				Wipro	Request Payment Terms to be changed to Monthly from Quarterly	The payment may be given quarterly upon submission of necessary documents as per the payment clause of the contract.
41				Wipro	For customization & Maintenance, can the resources be deployed in NOC or the resources need to present in Premises of OPTCL	The period for which the mailing solution will be hosted from vendor's premises the resources may be deployed in the vendor's datacenter at vendor's cost.
42				Wipro	Our understanding is that the scope covers mail support for application as well as mail support required at end users for 5 Years. Is it correct?	The scope covers the mail support for the application as well as the webmail administrator in OPTCL for 5 years.
43	8	12.3		Wipro	Section 12.3/12.4, request to add corporate users also above mentioned numbers of 2500 users	Minimum 4years of experience of the firm in the webmail hosting,development and maintenance of atleast 2 no. of webmails or 30,000 mail boxes in any state Govt./PSU/Central Government/Corporation/Nationalized Bank
44				Wipro	Expected Service window for Support (say 9*6 or 24*7 or 8*5))	The Service window for Support is 24*7 for application and 9*6 for administrator support

With reference to the clause no. 3.10 & 3.13, the last Date of Receipt of Tender, Date of opening of Technical Bid and Date of opening of Commercial Bid have been postponed to 18.06.2012 times remaining the same.

Yours Faithfully

Chief Genera Manager(IT)