

# Bureau of Pharma Public Sector Undertakings of India

## Head Office

### Tender Documents for Supply, Installation, Set up, Configuration and Annual support of In-Premise Enterprise Messaging Solution at BPPI

#### 1. Tender Particulars

<b>A</b>	<b>Tender Enquiry No</b>	: BPPI/HO/IT/Messaging Solution/2017/1
<b>B</b>	<b>Due On</b>	: 04.07.2017
<b>C</b>	<b>Requirement:</b>	: Supply, Installation, Set up, Configuration & Annual Support of In-Premise Enterprise Messaging & Collaboration Solution at BPPI.
<b>D</b>	<b>Earnest Money Deposit</b>	: Rs. 20,000/- through Crossed Demand Draft in favour of Bureau of Pharma PSUs of India payable at Delhi/Gurgaon drawn from any scheduled bank.
<b>E</b>	<b>Performance Bank Guarantee</b>	: 10% of the order value towards due & faithful performance of the contract period of 3 years, which shall be released after successful completion of three years of operation.
<b>F</b>	<b>Tender Release Date</b>	<b>14.06.2017</b>
<b>G</b>	<b>Tender Closing date</b>	: <b>04.07.2017 at 3:30 PM</b>
<b>H</b>	<b>Tender Opening date</b>	: <b>04.07.2017 at 4:00 PM</b>
<b>I</b>	<b>Tender validity</b>	: 90 days from the date of tender opening
<b>J</b>	<b>Tender to be addressed to</b>	: CEO Bureau of Pharma PSUs of India IDPL Corporate Office, Old Delhi-Gurgaon Road, Dundaheera, Gurgaon(HR)-122016

#### 2. Enclosures

- ❖ **Annexure-A** Instructions to Bidders
- ❖ **Annexure-A1** Loading Criteria
- ❖ **Annexure-B** Technical & Commercial Terms & Conditions including Pre-Qualification Criterion & Scope of Work
- ❖ **Annexure-B1** Technical Specification of Rack Mountable Servers Required for Messaging Solution at BPPI.
- ❖ **Annexure-C** Salient Features & Technical Specifications of the Enterprise Messaging Solution for BPPI
- ❖ **Annexure-D** Schedule of Rates for Enterprise Messaging Solution
- ❖ **Annexure-E** Declaration Form
- ❖ **Annexure-F** Undertaking
- ❖ **Annexure-G** Checklist / Compliance Statement
- ❖ **Annexure-H** Format for Bidder's experience

## **INSTRUCTIONS TO BIDDERS**

1. Tender must reach on or before the tender closing time & date.
2. Request for extension of time for submission of tender shall not be entertained.
3. BPPI shall not accept delays in postal transit as ground for extension of tender submission time or acceptance of tenders. Bidders in their own interest shall take all steps that are necessary for them to participate in tender well in time.
4. The Tender Enquiry number must appear on all correspondence and documents. While submitting the bids, Bidder shall ensure the completeness of the information / documents as detailed in the tender document.
5. Tenders shall be submitted in sealed covers.
6. Cover should bear the following information:
  - i. Inscribe on the cover “Supply, Installation, Set up, Configuration & Annual support of Enterprise Messaging Solution at BPPI.”
  - ii. Tender Enquiry Number
  - iii. Tender Closing date & time
  - iv. Tender Opening date & time
  - v. Name & Address of Bidder
7. If the tenders are opened before due date because of Bidder failing to comply with Para 5 & 6 above (**Annexure-A**), the risk and responsibilities for disclosing tender confidentiality shall rest with Bidder, BPPI shall have no obligation as consequence thereof.
8. Any clarifications on procedure, tender specification both technical and commercial can be had from General Manager (SCM) at any time before tender closing date and time either personally or by post at least 7 days prior to closing date of the Tender.
9. All information sought by BPPI during tender evaluation shall be provided within the time set out in the communication on the subject. Failure of Bidder to comply with requirements of BPPI within stipulated time shall entitle BPPI to proceed with the tenders on the basis of information available with it. No responsibility for postal delays shall rest on BPPI.
10. Tender shall be submitted in a Two-Stage Bid as specified below:
  - i. **First envelope** shall be super scribed: “**Technical & Commercial Un-Priced Offer with Earnest Money**”. It shall contain all the required documents as spelt out in the tender document.
  - ii. **Second Envelope** shall contain item wise Prices as per format for Schedule of Rates for “Supply, Installation, Set up, Configuration & Annual support of Enterprise Messaging Solution at BPPI” as given at (**Annexure-D**). This envelope shall be super scribed as “**Price Bid**”. All rates should be firm and inclusive of all taxes & duties. No other taxes or statutory levies will be payable during the contract period.
  - iii. Both the above envelopes shall be sealed individually and placed in another envelope (Outer) and marked as per Clause 6 above.
  - iv. First Envelope will be opened on the due date of opening. The Bidder may send their authorised & competent representative to take part in the discussions on the Technical & Commercial Terms as & when called for. During the discussions, the representative should be able to take immediate decision on all the matters pertaining to the bid. The representative of the Bidder must submit the authorisation letter for taking part in the discussions.
11. BPPI reserves the right to accept or reject any bid in whole or in part or accept other than lowest bid without assigning any reason thereof.

12. BPPI may not consider any bid, which is incomplete or not submitted in accordance with the provisions, set forth in the bid documents as incomplete and may reject the same or waive any deficiencies in any or all the bids.
13. **Earnest Money Deposit (EMD)**
  - i. Tenders must be accompanied by EMD in the form of Cross Demand Draft as indicated at Para 1(D) in favour of “Bureau of Pharma PSUs of India” payable at Delhi/Gurgaon only; “CHEQUE WOULD NOT BE ACCEPTED IN ANY CASE”.
  - ii. EMD shall be forfeited at the sole discretion of BPPI in case Bidder after having submitted the tender withdraws the same or changes the quoted prices or terms and conditions within the period of its validity or after intimation from BPPI of the acceptance of his tender wholly or partly refuses to accept the tender in full or part or changes any of the conditions of the tender.
  - iii. EMD of the successful Bidder shall be returned on submission of Security Deposit.
  - iv. EMD of un-successful Bidder shall be returned immediately after award of job.
  - v. No interest will be paid on the EMD of either the successful or un-successful Bidder(s).
14. The Bidders must sign all the papers of their bid. All corrections / alterations in the Tender will be signed with date by the Bidder. No eraser or overwriting is permissible.
15. **Validity of the bids** shall be for 90 days from the date of opening of the price bid.
16. The price bids of only such Bidder will be opened who meet all the laid down Technical & Commercial requirements. The date and venue of price bid opening will be intimated to the Bidders.
17. Bidder should quote for all the items given in Schedule of Rates (**Annexure-D**).
18. The Bidder shall confirm in the technical & commercial bid that all the payment & other terms & conditions stipulated in the enquiry are acceptable to them.
19. The Bidder shall quote their rates with reference to each item and shall quote total cost of the package. In case if any deviation is found in total contract price mentioned by the Bidder in the price bid, the total contract value arrived at by using the unit rates shall be considered by BPPI for the purpose of evaluation of bids. The Bidder shall also confirm in the technical bid that the unit rates quoted in the price bid are inclusive of all costs and no separate cost shall be considered.

**TECHNICAL AND COMMERCIAL TERMS & CONDITIONS****1. ESSENTIAL PREQUALIFICATION CRITERION.**

Qualification Criteria given below specifies minimum Qualification Criteria in various areas to ensure that Bidder has necessary experience, expertise, financial and human resources to successfully Supply, Installation, Set up, Configuration & Annual support of Enterprise Messaging Solution offered by the Bidder to the desired quality service. Offers from the Bidders not meeting the qualification criteria shall not be considered.

- a. Bidder should either be the **OEM of the offered Enterprise Messaging Solution or its Authorized distributor / Service provider**. The Bidder shall have to furnish a letter from the OEM authorizing them to supply and Implement the Enterprise Messaging Solution against this specific tender. A general letter will not be considered as sufficient.
- b. Bidder should have **executed at least 2 orders in the past three years in India for Govt. Sector or Corporate Sector with minimum 200 users in multi-Location environment, involving Supply, Installation, Set up, Configuration & Annual support of offered Enterprise Messaging Solution**. Copies of such orders may be enclosed with names of contact persons & telephone numbers to obtain feedback if necessary.
- c. **Satisfactory performance certificate** from at least two clients where offered Enterprise Messaging Solution with minimum 200 users in multi-location environment is under successful operation.
- d. **Bidder should give an Undertaking** that the offered enterprise messaging solution can be integrated with any ERP solution, and accordingly will be integrated with the ERP Solution to be procured by BPPI.
- e. Bidder should have PAN number and should furnish the details of **PAN number with photocopy of the PAN Card**.
- f. **Bidder should be financially sound** with positive net worth and should furnish copies of audited balance sheets of last three years i.e. for the FY 2014-2015, 2015-2016 & 2016-2017.
- g. Bidder should have a **Service Support Center in NCR** to ensure immediate resolution of any break-down which is not possible through remote support. Bidder may submit the address and necessary details of the Service Support Center in NCR.
- h. **Bidder should have expert and qualified technical manpower** to undertake implementation of the offered Enterprise Messaging Solution and capable of providing remedial measures in case of any problem. The details of education and relevant experience of the technical manpower may be submitted by the bidder.
- i. The Bidder shall also submit "**Checklist / Compliance Statement**" given at **Annexure-G** duly filled, signed & stamped, failing which the bids are likely to get rejected.

**2. ABOUT BPPI**

BPPI, the implementation agency for Pradhan Mantri Jan Aushadhi Yojana was established in December, 2008 under the Department of Pharmaceuticals, Government of India, with the support of all the CPSUs and has been registered as an independent society under the Societies Registration Act, 1860 as a separate independent legal entity in April, 2010. BPPI follows the provisions of GFR, 2005 as amended from time to time,

the CVC guidelines, and instructions from the Department of Pharmaceuticals. The defined roles of BPPI are as follows:

- Make quality generic medicines available at affordable prices for all
- Marketing of generic drugs through the Pradhan Mantri Jan Aushadhi Kendra (PMJAK)
- Procurement of medicines from Central Pharma PSUs and Private Sectors
- Monitoring proper running of PMJAK

BPPI is envisaging implementation of ERP Software for various business functions and would be requiring a Messaging Solution which is compatible with a standard ERP Solution available in the Market.

### **3. The New Messaging Solution Required**

BPPI intends to have a proven and rugged Enterprise Messaging Solution which is scalable, secured & reliable to meet the requirement of increase in usage of E-Mails and Internet Browsing at BPPI. The messaging solution should be compatible and easily integrated with other applications including ERP software.

Some of the salient features required in the new messaging solution would be as under:

- a) A Centralized Architecture where Messaging Server and Relay Server would be located centrally at Corporate Offices of BPPI at Gurgaon. The Mailing Server would be in a high availability (Active-Passive mode) with real time data synchronization i.e. two servers would be running in a clustering mode with one server in hot standby mode to ensure smooth changeover to stand by server.
- b) The Messaging Servers should be able to be configured in high availability (Active-Active mode), when SAN storage will be made available by BPPI in future.
- c) The offered Messaging Solution should be able to be integrated and configured with UTM, when UTM will be made available by BPPI in future.
- d) All the remote users at Zonal Offices(Marketing/Field Officers) shall access the Messaging Server via MPLS-VPN through POP3 / IMAP clients. All the Users should also be able to access their E-Mail accounts through secured web access.
- e) The Messaging Solution should have integrated Security and services in relay server like Firewall, Antivirus, Anti-spam, IDS so as to protect all the incoming & outgoing mails for viruses, malware and spam and no unauthorized access is allowed in the system.
- f) Should have a centralize proxy server for controlled web / Internet access for the users of Corporate Office and all Zonal Offices(Marketing/Field Officers).
- g) Should be able to integrate with external directories for authentication, address lists (LDAP, Active Directory etc.)
- h) Should have unified authentication for E-Mail and Internet Access through proxy.

- i) Should have a robust GUI for administration, monitoring & controlling of the Messaging system.
- j) Should have Real-time mailbox backup and restore.
- k) Should have features to manage end-user profiles, quotas and storage policies etc.
- l) Should be able to synchronize to iOS, Windows and Android-based smart phones and tablets.
- m) Should have browser-based email client, contacts, calendar and files on any xHTML- capable device.
- n) Should have option to Switchover to Secondary network service (MPLS-VPN or Broadband) in case of failure of Primary network service (MPLS-VPN or Broadband).

#### 4. **Scope of Work**

The scope of the job shall include the following:

##### **I. Hardware:**

- a) Supply, install, set up & configure Rack Mountable Mail Servers (2 Nos.) in High Availability Active Passive hot standby mode, Rack Mountable Relay Server (1 No) and Mail Archival Server (1 No.) as per technical specifications given at Annexure-B1.
- b) Support for hardware i.e. Bidder shall co-ordinate with the OEM of the hardware to provide after sales services during warranty period.
- c) Provide a minimum of one onsite preventive maintenance of hardware on Quarterly Basis and submit the report.
- d) Installation of the latest version of the Operating System and patches from time to time.

##### **II. Software:**

- a) Supply of Perpetual license for required number of Users for Enterprise Messaging Solution as per technical specification given at Annexure-C
- b) Installation & Commissioning of the above Software on servers at Corporate Office Gurgaon, including configuration of Mailing Servers in high availability mode Active Passive Hot Standby Mode.
- c) Backup of the data from the existing mailing solution.
- d) Migration of the old data with updation on the offered Mailing Solution.
- e) Setting up, Configuration of the Mailing and Relay Server along with modules like Firewall, proxy, Antivirus, Anti-spam etc.
- f) Setting up and Configuration of Mail Archival Server.
- g) Shall Provide Training of the offered mailing solution to 5 BPPI's officials at BPPI, Corporate Office, Gurgaon for a minimum of 3 days.
- h) Shall Provide one year warranty and two years annual support for the mailing solution from date of commissioning of the solution which shall include the following:

- Should provide Support Service of mailing solution at least 12 x 6.

- Remote Support including receiving complaints through phone, FAX or Email and resolve the problems remotely.
- Depute Engineer to resolve the problem on-site free of cost, in case, problem is not resolved remotely whenever feasible.
- Provide at least one onsite preventive maintenance for offered messaging solution on Quarterly basis and submit the report.
- Provide and apply on-going bug fixes, version upgrades of the software as & when they are released during the warranty and support period.
- Fine tune spam-filtering stack to reduce false positive and false negative based on the feedback received from BPPI users.
- Diversion of Mx Record on cloud on temporary basis in case of any major fault in the Internet connection and restoration of Mx record to the BPPI's Server after resumption of the Internet connection to avoid any loss of E-Mails.

### III. **Service Level Agreement(SLA):**

The Bidder shall enter in to a service level agreement (SLA) with BPPI to maintain high uptime for uninterrupted and reliable Messaging Services to BPPI at all the locations. The Bidder shall provide tools to measure SLA for the following Service Levels.

- **Availability of Mailing, Proxy, Antispam and Antivirus services at all the locations in BPPI** – Not more than two service disruptions due to any hardware or software faults barring any fault not in scope of the Bidder in a month. Penalty of 2% of the monthly support services of AMC cost shall be imposed on disruptions more than two for every breach during warranty and AMC.

**Note:** Service is considered to be disrupted if it is not available for more than 30 minutes. The count will increase by one in every 30 minutes if disruption continues.

## 5. **GENERAL AND COMMERCIAL TERMS & CONDITIONS**

- Award of contract** will be made at the sole & absolute discretion of BPPI, which shall not be disputed. Work Order issued on the basis of this tender will be called contract. The terms and conditions as embodied in the contract shall be final and shall supersede any other terms and conditions that might have been indicated in the tender submitted by the Bidders. The terms & conditions given in the tender documents shall also form part of Work Order.
- Commissioning Certificate:** The Bidder's Engineer shall submit installation / Commissioning certificate to BPPI after successful installation, which shall be certified by in charge at BPPI, Corporate Office, Gurgaon. BPPI Site In-charge shall test various features of Enterprise Messaging & Anti Spam Solution for a period of two weeks starting from the date of installation and issue the Commissioning Certificate.
- Skill & Experience:** Bidder shall only depute such persons, who are skilled and experienced in the works to be executed under the contract. On direction from the Engineer-in-charge Bidder shall immediately remove from the works any of his employees whom in the opinion of the Engineer-in-charge is not a fit person to be

retained on the works or by his conduct has made his presence undesirable and such person shall not be positioned on the works again.

- d. **Contract Period** of this Messaging Solutions will be for three years from the date of award of Contract. The Contract period may be reduced or extended at the discretion of BPPI depending upon performance. The rates shall remain firm for the entire contract period. The Contract may be extended for a further period of one year with mutual agreement.
- e. **Cancellation of the contract:** BPPI reserves the right to cancel the contract, if services are found to be unsatisfactory without giving any explanation on this account.
- f. **Clear understanding:** When a Bidder submits his tender in response to these tender documents, he will be deemed to have understood fully about requirements terms and conditions. No claim from Bidder shall be entertained whatsoever on the plea that the Bidder did not have a clear idea on any particular point and or a clause of the tender.
- g. **Force Majeure:** The terms and conditions agreed upon under the contract shall be subject to force majeure. Neither the Bidder nor BPPI shall be considered in default in the performance of their obligations contained therein, if such performance is prevented or delayed or restricted or interrupted with by reasons of war, hostilities, revolution, civil commotion, strike, epidemics, accident, fire, floods, earthquake, regulation or ordinance or requirement of any government or any sub-division thereof or authority of representative of any such government and / or due to technical snag / reasons or any other act whatsoever whether similar or dissimilar to those enumerated, beyond the reasonable control of the parties hereto or because of any Act of God. The party so effected, upon giving prompt notice to the other party shall be excused from such performance to the extent of such prevention, delay, restriction or interference for the period it persists provided that the party so effected shall use its best efforts to avoid or remove such causes of non-performance if possible and shall continue performance hereunder with the utmost dispatch whenever such causes are removed. Should one or both parties be prevented from fulfilling their contractual obligations by a state of force majeure lasting continuously for a period of one week, the two parties to the contract shall meet and decide about the future course of action for implementation of the contract.
- h. **Workmen Compensation:** The Bidder will be solely responsible for any liability of his workers in respect of any accident, injury arising out of and / or in the course of Bidder's employment. To meet the aforesaid obligation under the Workmen Compensation Act, the Bidder will obtain an Insurance Cover Note under Workmen's Compensation Policy from any of the Insurance Company in respect of persons employed by him for carrying out his work and obligations under the agreement. The premium payable for the aforesaid Insurance Policy shall be borne by the Bidder. The Bidder shall ensure that the said Insurance Policy remain valid till the expiry of the Contract. Photocopy of the above Insurance Cover is required to be submitted by the Bidder to BPPI immediately after the issue of LOI but before the start of work. Payment against the work done will not be released to the Bidder until and unless photocopy of Insurance Cover is submitted to the Company. If any clause in which by virtue of the provisions of Section 12, Sub Section (1) of the Workmen Compensation Act, 1923 or any other Law for the time being in force, BPPI is obliged to pay compensation to a workman employed by Bidder in execution of work, BPPI will recover from the Bidder the amount of compensation so paid.



- i. **Agreement:** The successful Bidder shall be required to execute an Agreement on a non-judicial stamp paper of Rs. 100/- with BPPI within ten days of receipt by him of the Letter of Intent / Work Order whichever is earlier. The agreement to be executed will be in the Agreement Performa to be provided by BPPI at the time of award of Contract. The cost of stamp paper will be borne by the Bidder.
- j. **Jurisdiction:** The contract shall be deemed to have been entered into at Registered Office, New Delhi and all suits in respect of the contract shall be subject to the jurisdiction of the Courts at Delhi only.
- k. **Conciliation:** At the first instance both the parties shall make efforts to resolve the disputes through conciliation as per the procedures laid down in the Arbitration and conciliation Act 1996 failing which disputes shall be referred to the arbitration as per the provision provided hereunder.
- l. **Arbitration:**

”Except where otherwise provided in the contract all matters, questions, disputes or differences whatsoever, which shall at any time arise between the parties hereto, touching the construction, meaning, operation or effect of the contract, or out of the matters relating to the contract or breach thereof, or the respective rights or liabilities of the parties, whether during or after completion of works or whether before or after termination shall after written notice by either party to the contract be referred to the arbitration of CEO, Bureau of Pharma PSUs of India or his/her nominee.

The Arbitration & Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under shall govern the Arbitration proceedings.

The contractor hereby agrees that he shall have no objection if the arbitrator so appointed is an employee of BPPI and he had to deal with the matter to which the contract relates and that in the course of his duties as such he has expressed his views on all or any of the matter in dispute or differences.

If the arbitrator to whom the matter is referred, vacates his/her office by any reason whatsoever then the next arbitrator so appointed by the authority referred above may start the proceedings from where his predecessor left or at any such stage he may deem fit.”

“It is agreed by and between the parties that in case a reference is made to the Arbitrator or the Arbitral Tribunal for the purpose of resolving the disputes / differences arising out of the contract by and between the parties hereto, the Arbitrator or the Arbitral Tribunal shall not award interest on the awarded amount more than the rate of Corporation Bank PLR /Base Rate as applicable to BPPI on the date of award of contract.”

- m. **Secrecy:** Any information delivered or otherwise communicated by BPPI to supplier in connection with the contract shall be regarded as secret and confidential and shall not without the written consent of BPPI be published or disclosed to any third party or made use of by the supplier except for the purpose of implementing the contract.
- n. **Statutory Requirements:** The Bidder shall comply with all statutory requirements and laws in performing the contract. The responsibility for action / safety of his employees while performing the contract by the Bidder shall be solely his.
- o. **Provident Fund:** The Contractor must have been registered with PF Authorities and have their own PF Code Number under the Employees Provident Fund and Misc. Provisions Act, 1952. In case of non-compliance with any of the conditions/ or provisions contained in E.P.F. and Misc. Provision Act 1952 as amended from

time to time, BPPI reserves the right to provisionally retain 25 % of the Contractor payment towards employee and employer's contribution.

- p. **Indemnity:** The Bidder shall indemnify BPPI against any infringement of trademark /copyright or title to goods / services by him and shall be solely responsible for goods / services offered.
- q. **Relation:** Should a Bidder has a relation whether by blood or otherwise with any of the employees of BPPI, the Bidder must disclose the relations in the Form of Declaration as per format at **Annexure-E** at the time of submission of Tender failing which BPPI may at its discretion reject the tender or rescind the contract.
- r. **Laws governing contract:** The contract shall be governed by the laws of Union of India for the time being in force.
- s. **Taxes:** Bidder shall ensure that the prices quoted are inclusive of all Taxes (excluding Service Tax / VAT / Excise duty), duties and other statutory levies or which may become applicable / leviable in future or from time to time. Unless specified to the contrary in the bid, all present and future taxes & other statutory levies shall be borne and paid for by the Bidder except service tax, VAT and excise duty. Payment of Taxes shall be the responsibility of Bidder and shall not be payable by BPPI and the Bidder shall not raise any dispute in this regard at a later stage. The rates quoted and agreed finally by BPPI shall be firm and shall not be subject to any escalation whatsoever throughout the contract period or extended period thereof. Service Tax, Excise duty and VAT where ever if applicable shall be quoted separately in the price bid.
- t. **TDS:** Income Tax will be deducted as per provisions of Income Tax Act.
- u. **Security Deposit**
  - (i) The successful Bidder shall require to furnish a security deposit of the amount equivalent to 10% of the total contract value by way of Bank Guarantee from any Nationalized / Scheduled bank (excluding Gramin/ Cooperative Bank) in favour of Bureau of Pharma PSUs of India, for due and faithful performance of the contract during the contract period (3 years plus claim period of 3 months) within a period of 15 days from the date of award of the contract. The Bank Guarantee shall be valid till the period of the contract (3 years) together with a claim period of six months. In case the contract is extended, the validity of the BG shall also be extended for the extended contract period. This Bank Guarantee shall be submitted at BPPI Corp. Office, Gurgaon.
  - (ii) The above deposit shall be deemed to be security for the faithful performance of the contract (3 years) and for the purpose of Section 74 of the Indian Contract Act 1872 and for the extension of that section. The contract shall be deemed to be borne / given by the Bidder for the performance of an essential duty.
  - (iii) This security deposit shall be refunded (or BG released) after successful completion of contract i.e. 3 years plus 3 months claim period and satisfactory performance during the contract period, and certification to that effect has been issued by BPPI. It shall be lawful for BPPI, if any differences or dispute are likely to occur, to defer payment of the security deposit or any portion thereof, which may be due for release until such difference and dispute, has been finally settled or adjusted.
  - (iv) The security deposit shall not bear any interest.
- v. **Risk & Cost:** If the contractor fails to perform the contract in accordance with the terms and conditions of the contract, BPPI shall have a right to get the job completed by any other agency at the risk and cost of the contractor plus 10% (Ten Percent).

- w. **Claims:** BPPI shall be entitled to retain the amount, if any, of its claim against the successful Bidder, whether liquidated or un-liquidated arising out of the contract under reference or otherwise, however and set off the same pro-rata against any amount payable to the successful Bidder under the contract under reference, without prejudice and in addition to the other rights of BPPI, to cover the amount of claim by other remedies, legally available.
- x. **Stabilization Period:** The Messaging Solution should not experience any failure, impacting more than 50 users for a period of One Month.
- y. **Payment Terms:**

The payment shall be released from Corporate Office, Gurgaon. The bills for payment shall be submitted to GM (SCM), CO-Gurgaon along with supporting documents for release of payment

<b>Project Milestones</b>	<b>Hardware &amp; Operating Systems</b>	<b>Mailing Solution</b>	<b>Time lines from date of LOI***</b>
On Supply and successful installation of hardware, Operating System & other infrastructure components (after due inspection and certification by BPPI)	90%*		06 Weeks
On Supply, Successful Installation, Setup, Configuration & Commissioning of the Messaging solution perpetual licenses & software along with Relay Server, Proxy Server, Archival solution and other requisite modules. (after due inspection and certification by BPPI)		80%**	08 Weeks
After Stabilization of the system and Training to the BPPI's officials (within a period of one month of successful commissioning of the system) (after due certification by BPPI)	10%*	20%**	12 Weeks
<b>Total</b>	<b>100%</b>	<b>100%</b>	

Note: The payment of AMC ATS and support services shall be made on quarterly basis

\*. Payment based on the cost of supply and installation of Hardware, Operating System and other infrastructure component.

\*\* Payment based on the cost of supply, Installation, Setup, Configuration & Commissioning of the Messaging solution with perpetual licenses & software along with Relay Server, Proxy Server, Archival solution and other requisite modules.

\*\*\* The Time lines in the above table is only for the loading purposes for deviation in Payment Terms (refer **Annexure-A1**).

- z. **Completion Time:** The time schedule for Supply, Implementation and commissioning of Messaging Solution shall be eight weeks from the date of LOI/ Work Order whichever is earlier.

- aa. **Liquidated Damages:**

**Supply of Hardware:**

Liquidated Damages shall be @0.5% of the undelivered portion per week of the delay or part thereof as per time lines given in Payment terms subject to maximum of 5% of the total cost of Hardware.

### **Commissioning of the Messaging Solution:**

Liquidated Damages shall be @1% penalty for delay in completion of work for every week or part thereof as per time lines given in Payment terms subject to a maximum of 10% of the total order value. (Excluding Taxes & Duties)

However in case Liquidated Damages has already been levied for delay in supply for hardware, the same shall be adjusted against Liquidated Damages on account of Commissioning of Messaging Solution. Total order value shall be sum of cost of hardware, cost of messaging solution and its Implementation cost. (Excluding Taxes & Duties)

LD is not applicable for delay due to reasons attributable to BPPI and Force Majeure. However, it is the responsibility of the selected bidder to prove that the delay is attributed to BPPI or Force Majeure. The selected Bidder shall submit the proof authenticated by selected bidder and BPPI official that the delay is attributed to BPPI or Force Majeure along with the bills requesting payment. If the delay is attributable to BPPI, or Force Majeure, or any other circumstances beyond the control of the selected bidder, then BPPI will continue with the contract without claiming any Liquidated Damage. BPPI reserves the right to adjust the penalty and Liquidated Damages if any against the Security Deposit.

## **6. CONSIGNEE**

CEO

Bureau of Pharma PSUs of India

IDPL Corporate Office, old Delhi-Gurgaon Road, Dundaheera, Gurgaon -122016,

Haryana

## **7. TERMINATION OF THE CONTRACT**

The Contract is liable to be terminated if the Contractor:

- a. Becomes bankrupt or insolvent or goes into liquidation (other than a voluntary liquidation for the purpose of amalgamation or reconstruction, in the case of a Company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/their assets or property on the works or
- b. Makes an arrangement with or assignments in favour of his/their creditors or agrees to carry out the contract under a committee or inspection of his/their creditors; or
- c. Abandons the work; or
- d. Persistently disregards the instructions of Engineer in contravention of any provision of the Contract; or
- e. Fails to adhere to the agreed program of work; or
- f. Assigns or sublets the work in whole or in part thereof without prior written consent of BPPI; or
- g. Performance is not satisfactory; or
- h. Defaults in the performance of any material undertaking under the contract and fails to correct such default to the reasonable satisfaction of BPPI within fifteen days after written notice of such default is provided to the Contractor. Such termination will be through 15 days' notice in writing and no claim/compensation shall be payable by BPPI as a result of such termination.
- i. At any time, the contractor makes default in proceeding with the works/job with due diligence and continues to do so after a notice in writing of seven (7) days from EIC/OIC.
- j. If the contractor obtains the contract with BPPI as a result of ring tendering, or with illegal measures;

- k. Information submitted/furnished by the contract are found to be incorrect.
- l. The above shall be without prejudice to BPPI's other rights under the law.

## **8. CONSEQUENCES OF TERMINATION**

If the contract is terminated by Owner for reasons detailed above or for any other reasons whatsoever:

- a. The owner shall reserve the right to get work completed at the risk and cost of the contractor and to recover from the contractor any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to the owner.
- b. Performance Guarantee Bond/Security in any form submitted by the contractor shall stand forfeited.
- c. The contractor shall have no claim to compensation for any loss sustained by him by reason of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.
- d. All the dues payable to the contractor for the work executed by him before and up to termination shall only be released after making adjustments for the expenses, charges, demands, expected losses etc. incurred by the owner as a consequence of termination of the contract.

## **9. RIGHTS OF BPPI**

A unilateral stoppage of work by the Contractor shall be considered a breach of the contract and BPPI reserves its right to take necessary and suitable action as it may deem fit, to adequately protect its interests, at the risk and cost of the Contractor. Any aforesaid action shall be without prejudice to any other action, right and remedies etc. that may also be available to BPPI.

## **10. ASSIGNMENT OR SUBLETTING OF CONTRACT**

The Bidder shall not assign or sublet the contract or any part thereof or assign any rights or delegate any obligation there under without the prior written consent of BPPI. Any breach of this condition shall entitle BPPI to terminate the contract and the contractor shall be solely responsible and liable for any loss or damage arising out of or ensuing from such termination. BPPI reserves its right to recover the said losses or damages or charges and expenses incurred on this account in any manner whatsoever and from any dues payable to the contractor or available with BPPI. The permitted subletting of work by the contractor shall not establish any contractual relationship between the sub-contractor and BPPI and shall also not relieve the contractor of any of his obligations under the contract.

- 11. Bidder should quote the rates both in figure and words. In case of any discrepancy, rates quoted in words shall be applicable.
- 12. Incomplete tenders or tenders not accompanying the required details or tenders received late shall be summarily rejected without further reference whatsoever.

## **13. INCOMPLETE INFORMATION**

In case any information submitted by the Bidder in the tender is found incorrect, untrue or false or it is noticed during execution of the contract or prior to award of the contract

that any information having material bearing on the contract has been concealed by the contractor, the owner shall have right to terminate/rescind the contract.

**LOADING CRITERIA**

The bidders must accept the terms and conditions as stipulated in the NIT, failing which the bid is likely to be rejected at the sole discretion of BPPI. However, BPPI may at its sole discretion, accept bids having deviation to NIT terms and Conditions by adopting the following loading Criteria.

**i. Offers received without EMD**

EMD amount (absolute value) as required in NIT shall be loaded on landed cost of total offer Value.

**ii. Non-submission of Security Deposit (SD)**

The loading shall be adopted for shortfall in the bank guarantee agreed by the bidder. For example, NIT calls for bank guarantee for 2.5%, then loading shall be done as under:-

Bank guarantee for SD	Loading Criteria
Less than 2.5%.	(2.5% - Quoted Percentage) of Basic Price @ PLR of Corporation Bank +1% on short fall in Bank Guarantee Value agreed by the Bidder for delivery period with additional one month period

**iii. Payment Terms:**

“Deviation in Payment Terms:

BPPI will not make any advance/progressive payments.

The deviation in differential payment terms with respect to NIT clause shall be loaded as under for interest @ prime lending rate (Corporation Bank PLR) + 1% for the period:

**Interest calculation on progressive payment.**

Interest on Progressive payment shall be calculated on FOB/Ex-works price for the following period:

S. No.	Payment Terms	Period of loading.
1	Against bidder's quoted payment terms in % age, higher than that payment term % age mentioned at clause 6(y) of Annexure-B of the Tender document.	%age of loading shall be , for ex: $\{(Bidder's \text{ offered payment terms } \%age - Tender \text{ document payment terms } \%age) \times Total \text{ payable value under respective heads}\} = Y$ Amount to be loaded = Y x balance period as given in Payment Terms Timeline x Interest @ Corporation Bank PLR

Note: Boarding, Lodging and travel expenses to be borne by the successful bidder during the Implementation and support phase.

**Technical Specifications of Rack Mountable Servers Required for  
Messaging Solution at BPPI**

<b>Particulars</b>	<b>Minimum Specification</b>
<b>Type of Server</b>	Rack Mountable (1U)
<b>Processor</b>	Intel Xeon E5-2407, 6.4 GT/s QPI, 10 MB Cache memory and clock speed of 2.40 GHz.
<b>Memory Capacity</b>	16 GB
<b>RAID Configuration</b>	RAID 5 (3-5 HDD) with integrated RAID Controller
<b>Hard Drives</b>	3 x 300 GB SAS HDDs (Hot Pluggable) having 15K RPM
<b>Operating System</b>	As per Messaging Solution
<b>Embedded System Management</b>	Basic Management
<b>Power Supply</b>	Dual, Hot-Plug redundant Power supply
<b>Warranty &amp; Service</b>	3 Years Onsite



## **Annexure-C**

### **Salient Features & Technical Specifications Of The In-Premise Messaging & Gateway Security Solution For BPPI**

<b>A) <u>General</u></b>	<b><u>Compliance (Yes/No)</u></b>
1 The proposed Mail Messaging solution should be an enterprise class, commercially available solution, and should have a version history for last 3 years and future roadmap for next 5 years.	
2 Inbuilt Proxy Server with caching , URL Filtering and Restriction based on users, sites, time wise	
3 HTTP Scanning - scanning for virus for all downloads through the proxy server	
4 Integrated anti-Spam, antivirus and directory services(LDAP, Active Directory)	
5 The proposed Mail Messaging Software solution should have been implemented in a centralized setup for a minimum of 300 users in multi-location environment in at least two of Govt. Sector or Corporate Sector in India and should be running successfully for the last three financial years	
6 The proposed messaging solution architecture should be centralized and in-premise solution	
7 The solution should be based on Open Standard technology & installable all any of linux platforms REHEL/Ubuntu/Suse/Windows	
8 24x7 Support services	
9 Support & Subscription shd also give access to version upgrades with no extra cost	
10 The Bidder should be a authorised vendor of the OEM & the OEM should help the bidder with a authorization letter to bid for the product.	
<b>B) <u>Mail Server</u></b>	
1 The proposed Mail Messaging application should be an enterprise class, commercially available solution and should have a version history for last 3 years and future roadmap for next 2 years	
2 The proposed Messaging Solution should support any one of the leading platforms like Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, and RHEL.	
3 The proposed messaging solution should provide clustering, high availability and load Balancing capability.	
4 The proposed messaging solution should support standard protocols like POP3/IMAP/HTTP and SMTP, S/MIME over normal and secure channels	
5 The proposed messaging solution should support multiple domains on a single system.	
6 The proposed messaging solution should be accessible through browser using http/https using browsers -Internet explorer, Mozilla, Firefox, Chrome and Safari.	
7 The proposed messaging solution should support Web based client. All necessary licenses should be included as part of the proposal	
8 The proposed messaging solution should have built in server side filtering rule for messages.	
9 The proposed solution should provide Gateway servers for user access functions with capabilities like web based Mail, push based mobile mail access and VPN less secure email access from internet.	
10 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	
11 The Proposed messaging solution should provide access of mails via secured internet access on mobiles.	
12 Admin can define expiration policy for individual mailbox folders	
13 Users will receive an email message warning of quota usage based on a threshold defined by administrator	

14	On reaching quota limit, user should be able to delete mails but cannot send or forward mails on both Web and Native Clients. System should be capable to send quota notification alert.	
15	The proposed messaging solution should have option to define the maximum mail message size on a global/group/user level basis	
16	On reaching quota limit, user should be able to delete mails but cannot send or forward mails on both Web and Native Clients	
17	Attachment Stripping: Mails sent to multiple recipients with attachments to be stripped of all attachments to all recipients as per policy defined. The attachment(s) will be stored at a shared central location and only links to this location will be provided in the mail for accessing the attachments.	
18	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, Should support blocking Out of Office messages from distribution lists-. Out of Office messages should not be sent to the entire membership of a distribution list that is listed in the To or Cc boxes.	
19	The proposed messaging solution should avoid mail loops when auto responding (out-of-office responses) i.e. It should not send out-of-office responses to every mail received from a particular sender within the defined vacation duration.	
20	Solution should be based on open standards & should allow open APIs	
21	Should support advanced search and file indexing for large inboxes	
22	Ability to use custom logos in the web interface	
23	Should support e-mail, Address Book, Calendar	
24	Should support real-time backup and restore of Mail Boxed	
25	Users should be able to restore a mail deleted from the Trash folder	
26	Ability to access the Mail server via IMAP clients, with the option to connect over SSL/TLS	
27	Ability to access the Mail server via POP clients, with the option to connect via SSL/TLS	
28	Comprehensive suite of standards-based web services APIs enabling seamless integration with other applications	
29	Ability to utilize Active Directory for user authentication and/or Global Address List	
30	Admin can configure an initial password in the migration wizard and import wizard for newly provisioned accounts	
31	The solution should have the capability to migrate from any existing legacy email platform to the suggested new one	
32	Should support multi-tenancy	
33	Should have rich, interactive, web-based interface for end user functions (access via HTTP or HTTPS)	
34	Ability to customize the colours and appearance of the web interface	
35	Option to check and correct spelling in a mail message, calendar appointment, or web Document	
36	Ability to share Address Books, Calendars, and Notebooks (Documents) with internal users and groups (read or write access)	
37	Ability to share Address Books, Calendars, and Notebooks (Documents) with external users via a custom password (read access)	
38	Ability to quickly categorize messages, contacts, and/or documents by attaching "Tags" with user-defined names and colours	
39	Option to quickly view attachments in HTML format	
40	Should support conversations span folders	
41	Ability to create personal folders and folder hierarchies	
42	Ability to print a message and see a print preview	
43	Ability to sort messages based on subject, date, or sender	
44	Ability to flag/unflagging messages/conversations for follow up	

45	Ability to define filter rules and priorities for incoming messages	
46	Ability to enable/disable a custom away message	
47	Ability to add a custom signature to a message	
48	Admins can configure the maximum number of characters used in a signature	
49	Option to popup a separate window when composing a message	
50	Ability to save in-progress messages to a Drafts folder	
51	Ability for a user to set an automatic forwarding address and choose whether to leave a copy in the primary mailbox	
52	Option to Reply or Reply-All while retaining the attachments from the original message	
53	Right-clicking a message displays a menu of actions to take on that message (e.g. Mark Read, Reply, Delete)	
54	Ability to export a set of messages as a ZIP file	
55	Ability to toggle between Reply and Reply-All while composing a reply	
56	Users can set their default preference for viewing messages in the reading pane	
57	Users can set the default font family, font size and font color to use when composing email messages and Documents pages	
58	Users can share their mailbox folders and set the permission levels to manage or to view-only.	
59	User can send an email in the mail box as an attachment	
60	Users can attach a URL to an email message	
61	Users can double-click on a message in message view to expand the view pane to full view	
62	Users can define multiple email signatures to use	
63	Users can check multiple emails in the list view to mark as read/unread/tag, delete, or to move to a different folder	
64	When sending a message, the priority is normal, but it can be set to high or low as well	
65	Users can set notification of new mail	
66	Multiple messages can be selected and forwarded in one email	
67	The software should be able to allows you to configure storage volumes for older messages Out of the Box with no additional use of any third party application. To manage your email storage resources i.e. Messages and attachments are moved from a primary volume to the current secondary volume based on the age of the message. The messages are still accessible	
68	Message De-duping: The System should not duplicate the message, thus it should provide single instance storage	
69	Users can right click on a folder to see the number of messages and the total size of items in folder	
70	Ability to Configure with any professional email client like Outlook etc	
<b>C) <u>Web Mail Client</u></b>		
1	The OEM should provide a Native Desktop Client for the messaging application	
2	The Desktop client should be installable on all the OS Platforms namely Windows, Linux & MAC	
3	The Desktop Client & the web client should be able to sync features like filters/folders/recent contacts for type ahead addresses etc	
4	Type ahead addresses	
5	Easily compose, edit, delete, reply, or make drafts	
6	Drag and Drop messages into new folders or the Trash	
7	Supports plain text and html message formatting	
8	Add email signatures for each account and automatically reply with the correct "from" address	

9	Compose email even when not online-messages to be sent are saved in the "Outbox" and are sent when connected again	
10	Supports any POP or IMAP email plus Yahoo! Mail, Gmail, Hotmail etc.	
11	Collapse email threads into a single Conversation View to simplify your inbox	
12	The proposed messaging solution should come with its own proprietary webmail-client (and NOT a free, open-source webmail client) with rich, interactive, web-based interface for end user functions (accessible via HTTP and HTTPS)	
13	The web client should be an integrated web client with access to applications like Email, Calendar, Address Book and Chat.	
14	All Web mail functionality should be accessible through all supported web browsers including Internet Explorer, Mozilla Firefox in the proposed messaging solution	
15	The proposed messaging solution should support timeout to automatically sign off a user if the system detects a prolonged period of inactivity.	
16	The proposed messaging solution should have rich and interactive web-based interface for end user functions (accessible via HTTP or HTTPS)	
17	The webmail client should support automatic and manual refresh of the user interface to automatically display newer messages and other updates	
18	The proposed messaging solution should provide administrators the ability to define web mail session idle time at the global level	
19	The proposed messaging solution web interface should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.	
20	The proposed messaging solution should support customization of look and feel, logo, colour themes, of the web mail client	
21	The proposed messaging solution should allow users to search from within the web client.	
22	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.	
23	The proposed messaging solution should have the ability to render and create messages, appointments in HTML format and Text format.	
24	The webmail client should have a built-in rich text editor for composing messages with support for color, fonts, attributes, font size, indentation, hyperlinks, bulleted/numbered lists, tables, spellcheck etc.	
25	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	
26	The webmail client should provide users ability to choose from recipients stored in personal Address Books, shared Address Books or the Global Address List	
27	The user should be able to create a text signature which can be automatically appended to the new mails, forwards and replies. The user should have a choice to define which mails the signature would be appended to.	
28	The webmail client should have user definable personal folders to organize mail	
29	The webmail client should support email addressing and look up from Global address book for organization-wide list of contacts, group mailing etc.	
30	The webmail client 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	
31	The webmail client should have feature to send and receive files as attachments in the proposed messaging solution	
32	The webmail client should support filtering of incoming mails based on user definable filtering rules	
33	Webmail interface should have an integrated calendar providing the following features: shared calendar, to-do lists, event scheduler and reminders	
34	The proposed messaging solution should support webmail user to send and receive files as MIME attachments	

35	Webmail interface should have an integrated calendar providing the following features: shared calendar, to-do lists, event scheduler and reminders	
36	The user should be able to change the password through the webmail client	
37	User should be able to mark mails as read or unread and maintain flags for follow ups	
38	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	
39	User should be able to flag email messages for the purpose of follow-up, indicated by a flag in the inbox.	
40	The mail messaging solution should support basic authentication, session authentication, secure logoff, Secure Sockets Layer encryption and active content filtering.	
41	The messaging solution should be able to send encrypted and/or digitally signed messages	
42	Users should be able to access web mail using a common URL published for the email site.	
43	Users should be capable of viewing the total size and available space of their mail boxes	
<b>D) <u>Mobile Access</u></b>		
1	The proposed messaging solution should support and be configured for push based emails on popular mobile platforms: Symbian OS, Windows, Android and IOS	
2	The proposed messaging solution should be configured for security policy (Password policies) enforcement	
3	The proposed messaging solution should provide capability to synchronize personal contacts and should also support corporate address look up on supported mobile devices	
4	Email, Contact, Calendar sync	
5	Address book lookup	
6	Complete synchronisation of sent items/subscribed folders synchronization	
<b>E) <u>Password Management</u></b>		
1	Systems and applications shall have a password management system which meets the following requirements :	
2	a. Enforces change of initial password at first logon.	
3	b. Allows users to select and change their own passwords at any time subsequently.	
4	c. Have ability to implement password rules to enforce password strength across the organization, e.g. minimum character length of password, password as a combination of numeric, alphabets & special characters etc.	
5	d. Prohibit use of null passwords	
6	e. have a confirmation process on changing passwords to cater for typing errors,	
7	f. have ability to deliver password-change success/ failure status to user	
8	g. 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.	
9	h. prevents reuse of passwords within a specified period/ number of times.	
10	i. Does not echo passwords to screen or paper.	
11	j. Stores passwords in a one-way encrypted form in a protected password file that is access controlled such that no users can read or copy the encrypted contents.	
12	k. Support Two factor Authentication	
13	l. The proposed messaging solution should maintain the password history.	
14	j. Automatic account lockout if there are specified number of failed login attempts in the given period, for preventing directory harvest attacks.	
<b>F) <u>Backup &amp; Restore</u></b>		

1	The proposed backup solution should provide Progressive incremental backups, restore viz. 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, backup client agent, hardware/software solution , tape library required for taking backups etc.	
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	
6	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	
7	The proposed backup solution should provide and utilize advanced disk replication capabilities to perform high-performance, low-impact backups	
8	The solution should be flexible and configurable to adapt to Organization's backup policy.	
9	The solution should ensure the data of the mail messaging solution can be backed up into multiple copies.	
10	The Solution should offer a feature where a user could also restore a deleted mail by himself within a set of specified days	
<b>G) <u>Address Book</u></b>		
1	The Mail Messaging Solution should provide the ability to index Corporate Address book and personal address book alphabetically. All address books must be available to the users through rich client, web client and optional support on mobile devices.	
2	The messaging solution should have ability to perform a LDAP based address book lookup.	
3	The user should be able to add/delete/modify the contacts in address book via the web client only	
4	The directory should provide an interface for messaging clients to download the address book to their local machine and work offline	
5	The proposed Messaging Solution should allow end Users to create and delete distribution groups, as well as manage memberships and ownership	
6	Business card view of Contacts	
7	List view of Contacts with preview pane	
8	Ability to import/export Contacts in .csv format	
9	Ability to import/export contacts in vCard (.vcf) format	
10	Ability to print a single Contact or list of Contacts and see a print preview	
11	Right-clicking a Contact displays a menu of actions to take on the Contact (e.g. compose message, search for messages)	
12	Ability to create multiple Address Books in a single mailbox	
13	Ability to move/copy contacts from one Address Book to another (based on access privileges)	
14	Ability to create group contact lists in their user Address Books	
15	Address book displays individual contact information in tabbed view	
16	Photos and images can be uploaded to contacts in Address Books	
<b>H) <u>Calendar</u></b>		
1	The messaging solution should have an integrated calendaring feature that is able to record meeting requests, forward meeting requests and generate alerts.	

2	Should natively support server-side and client-side calendaring and scheduling, including:1. Checking the online availability of intended attendees for a meeting. 2. Sending of request for meetings. 3. Accept or reject or forward meeting requests. 4. Provide conflict management for meetings. 5. Reply to requests for meeting with a newly proposed time and date. 6. 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	
3	Shared/Group Calendars, Schedule Reminders.	
4	Suggest best timing for meetings based to participants' availability by using Scheduling and Attendance Confirmation.	
5	The messaging solution should provide resource scheduling like conference rooms, projectors etc.	
6	The messaging solution should have wide administrative capabilities to control over calendaring.	
<b>I) <u>Directory Services</u></b>		
1	The directory server proposed with the messaging solution should provide user authentication using industry standard authentication mechanism compliant with LDAP v3.0	
2	Support for Access Control Lists (ACLs).	
3	The Directory Server should be able to integrate with other Standards based directory system for synchronizing user accounts and passwords.	
4	Offered solution should be based on open standards	
5	The directory service should support features for health monitoring and verifying replication.	
6	The directory service shall provide support for modifiable and extensible schema.	
7	Should support multi-master directory service replication features, Directory Server should be scalable and should have multi-master & multi-site capabilities.	
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.	
<b>J) <u>Security</u></b>		
1	Should have native anti-virus & anti-spam mechanism	
2	Administrator interface setting to specify spam quarantine and kill thresholds	
3	Administrator interface setting to define the update frequency for virus signatures	
4	Graphical display of system activity including disk usage, message volume, and AS/AV results	
5	The user authentication should be from the same Directory Services used for Mail Messaging and Instant messaging solution	
6	The proposed directory services should support single authentication mechanism for all components of the solution. Users should use single User Name and single password for all components of Mail and Instant messaging solution.	
7	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.	
8	The proposed messaging solution should have support for Enhanced Simple Mail Transfer Protocol (ESMTP) facilitating security authentication. The Mail Transfer Agent should support sending mails in graphics, audio, video files and text in Hindi and English formats	
9	The proposed messaging solution should provide SSL/TLS and MIME support for encrypted communication.	
10	The proposed messaging solution should be able to validate sender domain in DNS (Sender Policy Framework)	
11	The proposed messaging solution should be protected from Denial of Service Attacks	
12	Anti-Virus/ Trojan systems to protect email and its attachments	
13	Not a single email with virus infection will be allowed.	

14	Virus scanning should be enabled while uploading or downloading any file	
15	Scanning of attachment during uploading as per defined policy. Should also have deep inspection of compressed files	
16	Strong anti-SPAM gateway and its regular update mechanism to protect spamming	
17	ALL SPAM MAILS should be blocked and the engine should be robust and intelligent to handle it.	
18	Inbuilt firewall function to detect SPAMMING end point, if found, to be notified with email ID details for ratification	
19	Customized content filters (customizable on demand), including type of attachments	
20	Customized blacklisting of email users/domains access to Administrator	
21	Customized whitelisting of email users/domains access to Administrator	
22	Email release access to Administrator which was blocked by content filter /SPAM filter /Virus Filter	
23	Access to all the quarantines /filters to Administrator	
24	Virus emails report	
25	SPAM email report	
26	Content filtered email report	
27	The proposed messaging solution should provide SSL/TLS and MIME support for encrypted communication	
28	The proposed messaging solution should be able to validate sender domain in DNS (Sender Policy Framework, Domain-Keys etc.)	
29	The proposed messaging solution should relay mails only from authenticated users	
30	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	
31	Ability to monitor the status of all core system servers/services in a single view	
32	Ability to block attachments based on criteria such as attachment type or size	
33	Ability to enforce that attachments be viewed as HTML, enabling risk-free attachment viewing without requiring attachment-native applications on the viewer's machine	
34	Install and manage certificates from the administration console	
<b>K)</b>	<b><u>Mail Queue Management</u></b>	
1	The proposed messaging solution should provide administrators ability to set the parameters for controlling the queue such as concurrency delivery, queue lifetime, response timeout, connect timeout and bounce mail lifetime	
2	The proposed messaging solution should provide administrators ability to perform queue handling tasks such as delete, redirect, flushing etc.	
3	The proposed messaging solution should provide ability to schedule routing of mails in queue based on priority	
4	The Proposed messaging solution should provide a dynamic mail routing feature to automatically select the best routing for the mails and to directly deliver mails to parallel queues running on the server, thereby removing mail delivery bottlenecks and ensuring faster mail delivery.	
<b>L)</b>	<b><u>Monitoring</u></b>	
1	The proposed messaging Monitoring solution should provide facility to create single report containing the major health parameters	
2	The proposed messaging Monitoring solution should provide a web based administrator console to monitor the critical parameters of the server. The console should provide a real time online view of the server functioning and cover 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..)	



3	The proposed messaging Monitoring solution should provide 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.	
4	The proposed messaging Monitoring solution should provide ability to proactively detect the health issues and service degradation in the mail messaging services and send out SMS/email alerts to the relevant administrators	
5	The proposed messaging Monitoring solution should provide remote administration. The system administrator should be able to manage the servers remotely.	
6	The Proposed Message Monitoring Solution should provide periodic reports like mail flow statistics, Top users, client access mode etc.	
<b>M) Administration</b>		
1	The proposed messaging solution should have the ability to create multiple users for a domain automatically using an existing database of user record/details.	
2	The proposed messaging solution administration client should provide ability to rename a user. While renaming you have 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.	
3	The proposed solution should support online maintenance of message store which can be scheduled for backup, restore, user management etc	
4	The proposed messaging solution should provide flexibility for adding or removing servers in the cluster as needed without bringing the cluster or applications offline	
5	The proposed messaging solution should have option to define the maximum mail message size on a global/group/user level basis.	
6	The proposed messaging solution should provide administrators' ability to perform queue handling tasks such as delete, redirect, flushing.	
<b>N) Search</b>		
1	Server-side indexing of mailbox content, enabling fast and efficient search from the web interface	
2	Ability for a search to include any number of conditions combined via Boolean-like expressions (AND, OR, NOT, etc.)	
3	Ability to use text commands to execute searches	
4	Advanced interface for building searches	
5	Ability to search for a specific item type (Mail, Contacts, Documents, etc.) or across item types	
6	Ability to search using a prefix plus a wildcard	
7	When using Search Builder, the search result set updates continuously as search conditions are changed	
8	Ability to save searches for subsequent one-click re-execution	
9	Ability to search for items that contain specific keywords	
10	Ability to search for items with a specific date or within a specific date range	
11	Ability to search for items that contain an attachment	
12	Ability to search for items that contain an attachment of a certain type(s)	
13	Ability to search for items that have a specific flagged/unflagged status	
14	Ability to search for items that are in a specific folder	
15	Ability to search for items based on storage size	
16	Ability to search for items based on read/unread status	
17	Ability to search for items with specific recipients in the To/Cc fields	
18	Ability to search for items from a specific sender	
19	Ability to search for items based on subject	
20	Ability to search for items that include a specific Tag(s)	
21	Ability to search for items that were sent to or received from a specific domain	

22	Ability to search for Contacts in a Shared Address Book	
23	Ability to search for content inside attachments	
<b>O)</b>	<b><u>Storage</u></b>	
1	Messages (including attachments) sent to multiple users are stored once to optimize storage space	
2	View of mailboxes sortable by quota, total mailbox size, or % quota consumed	
3	Ability to define retention policies for all messages, trashed messages, and/or junk messages	
4	Ability to move a mailbox(es) from one server to another without requiring system downtime or affecting other mailboxes	
5	Ability to run a regularly scheduled process that moves older messages to a secondary storage volume	
<b>P)</b>	<b><u>Domain Level Management</u></b>	
1	Ability to create and manage multiple mail domains within a single instance of Messaging Solution	
2	Ability to use different Global Address Lists for each domain	
3	Ability to use different authentication stores for each domain	
4	Ability to delegated domain-level administrators to manage users and other settings specific to a domain	
5	Ability to create domain-specific custom branding of the web interface	
6	Ability to enable a domain admin to update account quotas up to a maximum set value	
7	Ability to search across mailboxes from the administration console	
<b>Q)</b>	<b><u>E-Mail Archiving</u></b>	
1	Messaging solution should support archiving feature for storing/ retaining email data as per compliance requirements	
2	Captures mails for archives System from SMTP	
3	Archives all incoming, outgoing and internal emails	
4	Custom defined archival rule as per the retention of policy	
5	Rules parameters like from, to, CC, BCC, delivered to, priority, with Attachment, attachment file name, date-range, time-range, recipient	
6	Should support compression	
7	Should support encryption	
8	Should support Single instance of attachment store.	
9	With the scope of date duration and time from senders or recipient name, CCied, BCC ,priority , flag with explicit or with the combination of any	
10	Should support printing of an email directly from archive database	
11	View and save as eml format	
12	Ability to retrieve email by the user itself without admin's intervention but with read only access.	
13	Ability to search by Subject	
14	Ability to search by word in the body of message	
15	The Solution should allow creating an archive mail box for each individual user separately for faster search	
16	Configurable Per account archival	
17	The archival server must be configured for Indexing services for faster search and retrieval of mails	
18	The admin account should have the privilege of searching specific accounts/ group of accounts / entire archival storage for specific content	
<b>R)</b>	<b><u>Instant Messaging</u></b>	

1	The proposed messaging solution should provide an integrated solution for instant messaging/chat	
2	The user authentication for chat/instant messaging should be from the same Directory Services used with the Mail Messaging solution (Single Identity)	
3	Instant messaging service must provide one-to-one, one-to-many chat	
4	Instant messaging solution should provide server side archival of IM communication for compliance audit	
5	Users should be able to change their status (online, away etc.)	
6	Instant messaging should support rich text, emoticons.	
7	Instant Messaging/ Chat should provide file transfer facility	
8	Users should be able to chat irrespective of whether they are using the desktop client or the web mail client	
9	The chat interface should offer the facility of buddy lists/group	

## Schedule of Rates

Item No.	Item Description	Qty.	Unit / per User Price	Net Amount	Excise Duty %	Excise Duty Amount	Sales Tax/ VAT/ Service Tax %	Sales Tax/ VAT/ Service Tax Amount	Total Amount
<b><u>Cost of supply and installation of Hardware, Operating System and other infrastructure component.</u></b>									
1)	Cost of Rack Mountable Servers (One Servers are to be configured in High Availability Mode) with Operating System and other infrastructure component. <b>Note:</b> Hardware should include three years on-site warranty as per specification given at Annexure-I	2							
Cost (X)									
<b><u>Cost of supply, Installation, Setup, Configuration &amp; Commissioning of the Messaging solution with perpetual licenses &amp; software along with Relay Server, Proxy Server, Archival solution and other requisite modules.</u></b>									
1)	<b>Cost of perpetual License</b> for Messaging Solution including Annual Technical Support (ATS) for updates / upgrades for a period of 3 years. <b>or</b> <b>Subscription cost for Messaging Solution for three years</b> <i>(In case subscription cost includes cost of integrated modules, vendor may quote nil against items at Sr. No. 3 below)</i> <b>Note:</b> Including 1 year warranty	300 users							
2)	<b>Cost of Integrated Modules including 1 year warranty</b>								

a)	Proxy server	Lump Sum	NA						
b)	Firewall	Lump Sum	NA						
c)	Gateway Antivirus and Anti-spam	Lump Sum	NA						
d)	Mail Archiving Solution	Lump Sum	NA						
3)	Installation, set up, Configuration & Commissioning of Mail Servers in high availability mode & training to BPPI Engineers on Messaging Solution	Lump Sum	NA						
<b>Cost (Y)</b>									
<b>Total Cost (X+Y)</b>									
<b><u>Annual Support for Messaging Solution including all the integrated Modules</u></b>									
1)	Annual Support for Messaging Solution including all the integrated Modules (Remote / On-site) after expiry of one year warranty.	2 years							
<b>Cost (Z)</b>									
<b>Total Cost of Ownership (TCO) for three Years (X+Y+Z)</b>									

**Note:**

1. The no of users is tentative in nature and there may be variation of about 10% at the time of award of contract and the amount should be proportionate to the above cost.
2. Bid Evaluation would be done on the basis of TCO for a period of 3 Years.

**DECLARATION FORM****“Tender Documents for Supply, Installation, Set up, Configuration & Annual support of Enterprise Messaging Solution at BPPI”**

1. If a Bidder has relations whether by blood or otherwise with any of employees of BPPI (Owner), the Bidder must disclose the relation at the time of submission of Tender, failing which, BPPI shall reserves the right to reject the Tender or rescind the Contract.	<b>YES / NO</b> (Strike Out whichever is not applicable)
<b>If Yes, give the following details</b>	
a. Name and Designation of the Employee	
b. Place of Posting	
c. Relation with the Employee	
2. PAN No. of the Bidder along with Documentary Proof thereof	
3. Copy of the Service Tax Registration No.	

(Signature of Bidder with SEAL)

Place : \_\_\_\_\_

Date : \_\_\_\_\_

**UNDERTAKING**

**“Tender Documents for Supply, Installation, Set up, Configuration & Annual support of Enterprise Messaging and Anti spam Solution at BPPI”**

To,

CEO  
Bureau of Pharma PSUs of India  
IDPL Corporate Office, Old Delhi-Gurgaon Road,  
Dundahera, Gurgaon - 122016  
Haryana

**Subject: Tender Documents for Supply, Installation, Set up, Configuration & Annual support of Enterprise Messaging and Anti spam Solution at BPPI** Ref. No: BPPI/HO/IT/Messaging Solution/2017/1 Dated: 14/06/2017

Dear Sir,

I / We \_\_\_\_\_ have read the conditions of tender attached hereto and agree to abide by such conditions. I/We offer to do the job of **“Supply, Installation, Set up, Configuration & Annual support of Enterprise Messaging and Anti spam Solution at BPPI”** at the rates quoted in the attached Schedule of Rates (**Annexure-D** of Tender Documents).

I / We further agree to abide by the conditions of contract and to carry out all work within the specified time in accordance with Terms and Conditions referred to in the Tender Documents.

In case of acceptance of the Tender by Bureau of Pharma PSUs of India, I / We bind myself / ourselves to execute the contract as per the conditions mentioned in the Tender documents, failing which, I / We shall have no objection to the forfeiture of the Earnest Money lodged with Bureau of Pharma PSUs of India.

Thanking you,

Yours faithfully;

For M/s \_\_\_\_\_

(Signature of Bidder with SEAL)

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## CHECKLIST / COMPLIANCE STATEMENT

**“Tender Documents for Supply, Installation, Set up, Configuration & Annual Support of Enterprise Messaging and Anti Spam Solution at BPPI”**

**A. Checklist**

Sr.	Enclosures	Compliance Yes / No	Remarks
1.	<b>Outer envelope contains the Two inner Envelopes and the covering letter</b>		
2.	<b>Inner Envelope-I</b> contains the following:		
	a. A Demand Draft of Rs 20,000/- towards EMD		
	b. Enclose Profile of the Bidder & Experience in implementing such Messaging Solution.		
	c. Permanent Account Number (PAN).		
	d. Check list / Compliance Statement dully filled and signed ( <b>Annexure-G</b> )		
3.	<b>Sealed Inner Envelope-II</b> containing Price bid strictly as per the format at <b>Annexure-D</b> enclosed duly signed		
4.	<b>Covering Letter</b>		

**B. Compliance**

5.	<b>We confirm that there is no</b> deviation from the Technical & commercial terms & conditions as stipulated in the Tender documents.		
6.	<b>We confirm that we agree to all</b> General terms & conditions including Payment terms as stipulated in the Tender documents.		
7.	<b>We confirm that</b> the prices quoted are inclusive of all taxes & duties and as per the prescribed proforma		
8.	<b>Pre-Qualification Criterion</b>		
	a. We confirm that we are OEM / its distributor for this Messaging Solution. Relevant documents are enclosed		
	b. We confirm that details of our experience is mentioned in the prescribed proforma at <b>Annexure-H</b> enclosed		
	c. Satisfactory Performance certificates from at least 2 clients in support of successful implementation of such Messaging system enclosed.		
	d. We confirm that we have expert manpower to implement and maintain the Server based Messaging solution at multi locations. List of Experts enclosed.		
	e. We confirm that we have executed at least two orders in the past three years in India involving supply, Installation, Set up, Configuration & Annual support of offered Enterprise Messaging and Anti Spam Server based solutions comprising of at least two locations. Copies of the Orders executed are enclosed.		

(Signature of Bidder with Seal)



**FORMAT FOR BIDDER'S EXPERIENCE**  
**“Tender Documents for Supply, Installation, Set up, Configuration & Annual support of Enterprise Messaging and Anti Spam Solution at BPPI”**

<b>Sr.</b>	<b>Details of Messaging solution provided</b>	<b>Clients address with contact person &amp; Phone number/fax</b>	<b>Date of installation and duration of maintenance</b>	<b>Contract value (Rs.)</b>
1.				
2.				

(Signature of Bidder with Seal)