

S. No.	Requirements	Type of Requirement	Bidder's Compliance (F/C/N)	Bidder's remarks, if any
1	<b>Mailing Solution</b>			
1.1	The solution should Support basic email functionality, including but not limited to; send, receive, format, reply, reply-to-all, cc, bcc, forward, save as draft and attach documents	Basic		
1.2	The solution should support attaching files to messages	Basic		
1.3	The solution should support sorting messages on a number of criteria including size, attachment presence, from, email importance and flag status	Basic		
1.4	The solution should support sorting messages basis various parameters such as "from" "by" "date" etc.	Basic		
1.5	The solution should support sending email with high or low priority	Basic		
1.6	The solution should support creation of highly formatted message like rich text, HTML etc. (e.g. Formatted table within the message body )	Basic		
1.7	The solution should support tracking of delivery of email to recipient (delivered/ not delivered)	Basic		
1.8	The solution should support to move messages from Inbox to user created / System defined folders	Basic		
1.9	The solution should support multiple domains on a single system	Basic		
1.10	The proposed messaging solution should have built in server side filtering rule for messages.	Basic		
1.11	The proposed messaging solution should be capable of providing high availability, clustering and load balancing	Basic		
1.12	The proposed Messaging Solution should support any of the leading platforms such as Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, and RHEL	Basic		
1.13	The solution must allow the solution admin to define expiry policy for any individual's mailbox	Basic		
1.14	The solution must alert the end user via an email message about the quota usage basis the threshold defined by the solution admin	Basic		
1.15	On reaching quota limit, the solution should allow the user only to delete mails but should not allow him/her to send or forward mails on both Web and Native Clients. The solution should be capable to send quota notification alert.	Basic		
1.16	The messaging solution should provide an option to define the maximum mail message size on a global/group/user level basis	Basic		
1.17	The solution should allow the user to use custom logos in web interface	Basic		
1.18	The solution should support real time back-up and restoration of backed-up mails	Basic		
1.19	The solution should have the ability to access the Mail server via IMAP clients, with the option to connect over SSL/TLS	Basic		
1.20	The solution should have the ability to access the Mail server via POP clients, with the option to connect via SSL/TLS	Basic		
1.21	The solution should have the ability to utilize any LDAP for user authentication and/or Global Address List	Basic		
1.22	The solution should allow the admin (in case of migration) to configure an initial password in the migration wizard and create wizard for newly provisioned accounts	Basic		
1.23	The solution should support multi-tenancy	Basic		
1.24	The solution should allow the user/ admin to customize the appearance and colors of the web interface	Basic		
1.25	The solution should provide an option to check the mail message, calendar invites etc. for spelling and grammatical errors	Basic		

1.26	The solution should allow the user to create folders and define folder hierarchy	Basic
1.27	The solution should allow the user to print a message as well as view the print preview	Basic
1.28	The solution should allow the user to sort messages basis subject, date, sender name etc.	Basic
1.29	The solution should allow the user to flag/unflag messages/conversations for follow up	Basic
1.30	The solution should allow the user to add one/ multiple custom signature(s) to a message	Basic
1.31	The solution should provide an option to open a separate window when composing a message	Basic
1.32	The solution should have the ability to autosave in-progress messages to a Drafts folder	Basic
1.33	The solution should allow the user to set preferences for viewing messages in the reading pane	Basic
1.34	The solution should allow the user to send an mail as an attachments in an email	Basic
1.35	The solution should allow the user to double-click on a message in message view to expand the view pane to full view	Basic
1.36	The solution should allow the users to check multiple emails in the list view to mark as read/ unread/ tag/ delete or to move to a different folder	Basic
1.37	The solution should allow the users to access their mailbox through both internet (through web-browsers (both offline and online)) and intranet.	Basic
1.38	The solution should support creating, editing, viewing email with attachment while offline	Basic
1.39	The solution should support common mailbox across multiple individuals (e.g. Helpdesk mailbox)	Basic
1.40	The solution should allow the users to view/ access their mails from multiple desktops simultaneously	Basic
1.41	The proposed solution should provide gateway servers for user access functions with capabilities such as web based Mail, push based mobile mail access and VPN less secure email access from internet.	Advanced
1.42	The solution should allow the user to share address books, calendars and notebooks (Documents) with internal users and groups (read or write access)	Advanced
1.43	The solution should allow the user to set an automatic forwarding address and choose whether to leave a copy in the primary mailbox	Advanced
1.44	The solution should allow the users to select and forward multiple messages in one e-mail	Advanced
1.45	The solution should allow the users to view information pertaining to a folder (number of messages and the total size of items in folder etc.)	Advanced
1.46	cloud	Advanced
1.47	The solution should support to delegate access—that is, the ability for users to allow others to manage their email and calendars	Advanced
1.48	The solution should allows users to create rules that automatically perform specific, criteria-based actions on messages as they arrive	Advanced
1.49	The solution should allow the end users to set rights/ permissions (for the mails being sent by that end-user): Do not print, Do not reply, Do not forward etc.	Advanced
1.50	The solution should support users to set up safe sender & recipient from the web client	Advanced
<b>2 Mobile Access</b>		
2.1	The proposed messaging solution should support and be configured for push based emails, contacts, calendars, tasks etc. on all prominent mobile platforms	Advanced
2.2	The proposed solution should support encryption on memory card and device in order to prevent unauthorized access of data on supported mobile devices	Advanced
2.3	The proposed messaging solution should be configured for security policy (password policies) enforcement	Advanced
2.4	The solution should be able to synchronize the sent items and subscribed folders (if any)	Advanced
2.5	The solution should support native integration with email Thick Client	Advanced
2.6	The solution should support remote device wipe in case the users lose their mobile devices	Advanced
2.7	The solution should support active sync or equivalent mechanism for mobile synchronization, device wipe feature and allow to manage the policies for "active sync" feature	Advanced
2.8	The end user should be able to search the address book on mobile device	Advanced
<b>3 General Requirement</b>		
3.1	The solution should allow the end user to perform advanced search, basis various parameters, on its mailbox	Basic
3.2	The solution should support real time back-up and restoration of mailbox	Basic
3.3	The solution should allow the end user to restore mails deleted from the trash folder	Basic
3.4	The solution should provide high availability and load Balancing capability.	Basic
3.5	The solution should support standard protocols like POP3/IMAP/HTTP and SMTP, S/MIME over normal and secure channels	Basic
3.6	The directory server proposed with the messaging solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP	Basic
3.7	The proposed messaging solution should be accessible through browser using http/https using the following browsers, but not limited to, Internet explorer, Mozilla, Firefox and Safari.	Basic
3.9	The solution should have the capability to support two-factor authentication for specific transactions/ activities (as per requirement	Basic
3.10	The solution should not include any individual components running on beta version	Basic
<b>4 Address Book</b>		
4.1	The solution should provide basic contact management functionality, including, but not limited to last name, first name, middle initial, department, title, business address, mailing address, multiple phone contacts, email address, notes, categorization, etc.	Basic
4.2	The solution must be able to synchronize contact information with a particular desktop application, if present.	Basic
4.3	The solution must allow the user to share his/ her contact list	Basic
4.4	The solution should allow end users to create and delete distribution groups, as well as manage memberships and ownership	Basic
4.5	The solution must allow the user to import and export his/her contacts in at least .csv and .vcf formats	Basic
4.6	The solution must the allow the end user to create multiple address books	Basic
4.7	The solution should have ability to perform a LDAP (or equivalent) based address book lookup	Basic
4.8	The end user should be able to add/ delete/ update the contacts in address book	Basic
4.9	The solution must be able to synchronize contact information with industry standard mobile devices	Advanced
4.10	The address book should provide an interface for messaging clients to download the address book to their local machine and work offline	Advanced
4.11	The solution must allow the end user to associate images to his/her contacts	Advanced
4.12	The solution should be able to use contacts to initiate phone call. The call control functionality can be integrated via an appropriate API	Advanced
<b>5 Calendar</b>		
5.1	The solution should provide basic calendar functionalities, including but not limited to, appointment, events, tasks etc.	Basic
5.2	The solution should allow the users to view multiple calendars (global and personal) at once	Advanced
5.3	The solution should allow the user to schedulable internal and external "Out of Office" event	Advanced
5.4	The solution should provide group collaboration features.	Advanced
5.5	The solution should allow the user to create tasks & notes feature using rich mail client.	Advanced
5.6	The solution should provide assistance for suggesting best meeting time while scheduling meetings	Advanced
5.7	The solution should allow the user to schedule resources, including facilities, conference rooms, and equipment management	Advanced
5.8	The solution should allow the user to manage resources by proxy (e.g. delegate calendar management, set "view only" or "edit" rights to another staff member	Advanced
5.9	The solutions should allow the user to categorize event	Advanced
5.10	The solution should let the user to view or hide appointment details	Advanced
5.11	The solution should allow a user to delegate a tasks to one or multiple individuals	Advanced
5.12	The solution should allow the user to check for the availability for invitees	Advanced
5.13	The solution should allow the users to create a recurring appointment on the calendar	Advanced
5.14	The solution should have the capability to check for overlapping event identification and handling	Advanced
<b>6 Backup, Archival and Restoration</b>		
6.1	The proposed backup solution component should provide progressive incremental backups and 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	Basic
6.2	The bidder should provide appropriate back up software, backup client agent, software solution , tape for taking backups etc.	Basic
6.3	Note: The hardware requirements for backup solution should be proposed as part of technical bid. The solution should be flexible and configurable to adapt to client organization's backup policy.	Basic
6.4	The solution should ensure the data of the mail messaging solution can be backed up	Basic

6.5	The proposed backup solution should provide and utilize advanced disk replication capabilities to yield high-performance, low-impact backups	Basic
6.6	The solution should allow the solution administrator to restore archived email data	Basic
6.7	The solution should allow the user to Ability to retrieve archived data based on content, sender, recipient, and/or other metadata with different archival periods	Basic
6.8	The solution should have the ability to store and retrieve all live e-mail data for a minimum of 180 days: 90 days available to user and 90 additional days available to system administrators before data is automatically processed for long term archive	Basic
6.9	The solution should support compression and encryption of user emails	Basic
6.10	The solution should archive all incoming, outgoing and internal emails	Basic
6.11	The solution should have the capability to capture all emails for archive system from SMTP	Basic
6.12	The solution should allow the user to directly print the archived mails (no restoration should be required to print an archived email)	Basic
6.13	The solution should have the ability to copy database files to an alternate server	Basic
6.14	The solution should allow the solution administrator to restore archived data directly back to the original server	Basic
6.15	The solution should NOT allow the solution administrators to delete the backed-up/ archived e-mails	Basic
6.16	The proposed backup solution component should provide sub file backups - only transmit the changed portions of files to conserve network bandwidth and server storage space	Advanced
6.17	The proposed solution component should facilitate disaster recovery i.e. provide disaster recovery plan on a daily basis need to conduct high-speed, policy-based disaster recovery, business continuance or both	Advanced
6.18	The proposed backup solution component should allow the user to take online and offline backups without need of shutting down the mail messaging solution	Advanced
6.19	The solution should allow the solution administrator to define auto-archival rules as his/her organization's retention policy	Advanced
6.20	The archival server must be configured for indexing services for faster search and retrieval of mails	Advanced
6.21	The solution must have the capability to perform multiple back jobs with a facility to backup to a remote NAS, SAN drive	Advanced
7	<b>Security</b>	
7.1	The solution have an inbuilt anti-virus & anti-spam handling mechanism	Basic
7.2	The solution should not allow any virus-injected email to enter a user's mailbox	Basic
7.3	The anti-spam server of the proposed solution should tag the spam mails properly and store them in a "spam" folder.	Basic
7.4	The solution should scan the spam folder at regular intervals and delete/ archive all mails older than 60 days (configurable/ changeable) automatically.	Basic
7.5	The user authentication should be from the same directory services as used for mail messaging solution	Basic
7.6	The solution must scan every file that is downloaded from a mail or uploaded as an attachment	Basic
7.7	The solution should allow the solution administrator to blacklist email users/ domains	Basic
7.8	The solution should allow the solution administrator to whitelist email users/ domains	Basic
7.9	The solution should generate a report comprising of the list of virus injected emails	Basic
7.10	The solution should generate a report on SPAM mails	Basic
7.11	The solution administrator should be given a single screen view capturing status of all core system servers/ services	Basic
7.12	thresholds	Advanced
7.13	The solution should provide an option in administrator interface to define the update frequency for virus signatures	Advanced
7.14	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	Advanced
7.15	The solution should have an efficient anti-spam gateway and It should be regular updated to protect the user from spamming	Advanced
7.16	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.	Advanced
7.17	The solution should have the capability to validate sender name in DNS (Sender policy framework).	Advanced
7.18	The solution should have an inbuilt firewall component to detect spamming end point. If a spamming end point is identified, the spammed email IDs should be notified to the solution administrators	Advanced
7.19	The solution should allow the solution administrator to access all the quarantines/ filters	Advanced
7.20	The solution should provide SSL/TLS and MIME support for encrypted communication	Advanced
7.21	The solution should allow the solution administrator to release emails restricted by content filters/ virus filters/ SPAM filters	Advanced
8	<b>Instant Messaging</b>	
8.1	The proposed messaging solution should provide an integrated solution for instant messaging/chat	Advanced
8.2	The solution must allow the users to send internal instant messages	Advanced
8.3	The solution must allow the users to send external instant messages using industry standard protocols such as XMPP, Simple etc.	Advanced
8.4	The solution must allow the users to save instant messages	Advanced
8.5	The user authentication for chat/instant messaging should be from the same directory services used with the mail messaging solution	Advanced
8.6	The solution should allow the end user to apply his/ her status i.e. busy, out of office, available etc.	Advanced
8.7	The user should be able to send instant messages to one/ multiple internal or external users	Advanced
8.8	The solution should support conversation view, ignore & clean-up conversations	Advanced
8.9	The solution should allow the users to paste objects, files and URLs into IM message before sending.	Advanced
8.10	The solution should ensure that the IM messages are time-stamped.	Advanced
8.11	The solution should allow the users to send IM to Individual users or group of Users.	Advanced
8.12	The solution should provide alerts for new incoming IM (pop-up and tone)	Advanced
8.13	The solution should ensure that the IM Conversation is secured by appropriate IP protocol (indicate protocol(s) included).	Advanced
8.14	The instant messaging component of the proposed solution should support rich text, emoticons etc.	Advanced
8.15	The solution should support recording/ no-Recording of Conversation History	Advanced
9	<b>Search Options</b>	
9.1	The solution should allow the user to search basis multiple conditions via Boolean operators	Basic
9.2	The solution should have the capability to search for a particular type of item i.e. emails, attachments, contacts etc.	Basic
9.3	The solution should save searches performed and perform the same search in future on a single click	Basic
9.4	The solution should have the capability to search for items basis:	Basic
9.4.1	certain key words	Basic
9.4.2	data range	Basic
9.4.3	presence of attachment	Basic
9.4.4	type of attachment	Basic
9.4.5	read/unread status	Basic
9.4.6	recipients in to/ cc	Basic
9.4.7	subject	Basic
9.4.8	flagged/ unflagged status	Basic
9.4.9	sender/ receiver's domain	Basic
9.4.10	content of attachment	Basic
10	<b>Domain level management</b>	
10.1	The solution should have the capability to create and manage multiple mail domains within a single instance of messaging solution	Basic
10.2	The solution should have the capability to use different authentication stores for each domain	Basic
10.3	The solution should allow the organization to deploy administrators for each domain in order to manage a particular domain	Basic
10.4	The solution should have the capability to search across the mailboxes via the administrator console	Basic
10.5	The solution should have the capability to you different global address lists for each domain	Basic
10.6	The solution should ensure that a user ID is unique in a particular domain	Basic
11	<b>Solution administration</b>	

11.1	The solution should have the capability to fully manage all accounts within the network, including, but not limited to addition, deletion, manipulation, suspension and termination	Basic		
11.2	The solution should have the capability to control spam mails	Basic		
11.3	The solution should allow the solution administrator to apply policies for managing the application	Basic		
11.4	The solution should allow the solution administrator to review restricted mails	Basic		
11.5	The solution should allow the solution administrator to set e-mail storage limits per user based on maximum storage limits that are set by the corresponding organization	Basic		
11.6	The solution should have the capability to prioritize email accounts	Basic		
11.7	The solution should allow the solution administrator to manage email/ attachment size	Basic		
11.8	The solution should allow the solution administrator to manage policies for Blackberry, iPhone and other such mobile/smart devices, with at a minimum of calendar, contacts, and e-mail functionalities (e.g., Blackberry Enterprise Server, etc.)	Advanced		
11.9	The solution should have the capability to integrate with internal applications using email, specifically using SMTP, IMAP, SOAP, POP3, etc.	Advanced		
11.10	The solution should have the capability to manage DNS	Advanced		
11.11	The solution should support setting rights management permission: Do not forward/ Do not print	Advanced		
11.12	The solution should support Role Based Access Control and able to create different Administrator Roles with custom privileges	Advanced		
11.13	The solution should allow the solution administrator to apply automatic settings for auto archive, auto delete, etc.	Advanced		
12	<b>Unified Communication</b>			
12.1	The solution should allow the user to enter into VoIP and video chats with multiple participants	Unified Communication		
12.2	The solution should allow the users to join or create an Instant Meeting from a 1-on-1 or group chat	Unified Communication		
12.3	The solution should allow to set bandwidth limits to constrain the overall amount of audio and video on the network.	Unified Communication		
12.4	The solution should allow to set policies to control bandwidth based on classes of users and locations	Unified Communication		
12.5	In the proposed solution, audio and video should work from a web browser as well as from a thick client	Unified Communication		
12.6	The solution should support Interactive Connectivity Establishment (ICE), Session Traversal Utilities for NAT (STUN), and Traversal Using Relay NAT (TURN) standards or equivalent protocols to allow audio and video to pass through firewalls and properly navigate NAT environments.	Unified Communication		
12.7	The solution should have the ability to instantly create a conference	Unified Communication		
12.8	The solution should allow the users to set permissions to control whether users can share their screens or just observe	Unified Communication		
12.9	The solution should have the capability of desktop sharing and delivering high quality presentation of PDF, ODF & Microsoft Office files	Unified Communication		
12.10	The solution should allow the users to view his/ her calendar from with one click access to meeting rooms	Unified Communication		
12.11	The Audio/video facility in the proposed solution must be based on the industry standard "Session Initiation Protocol" (SIP), improving interoperability with third-party audio/video conferencing systems.	Unified Communication		
12.12	The solution should be compatible/ integratable to IP telephony solutions	Unified Communication		
12.13	The solution should allow the user/ admin to control whether users can download documents from meeting library	Unified Communication		
12.14	The solution should deliver unified communication to users in resource-constrained environments without the need for a Virtual Private Network requirement	Unified Communication		
12.15	The solution should allow the users to assign and enter meeting rooms from email client invitations	Unified Communication		
12.16	In the proposed solution, a single audio/ video interface should deliver both built-in and partner media capabilities in voice chats, video chats and in online meetings	Unified Communication		
12.17	The solution should support desktop sharing & file sharing	Unified Communication		
12.18	The solution should allow web collaboration via presentation of documents, applications, and desktops	Unified Communication		
12.19	The solution should allow web collaboration via parallel editing and control (amongst various users) of documents, applications, and desktops	Unified Communication		
12.2	The solution should have the ability to initiate a conference via meeting invitation or ad hoc formation (by calling a person or by adding people to an existing call). To simplify conference call setup, it must be possible to use drag-and-drop functionality to add participants from the UC client.	Unified Communication		
12.21	The solution should have the ability to invite users to a conference through an invitation the Email calendar, including accepting, rejecting, or proposing alternate times for a meeting.	Unified Communication		
12.22	The solution should have the ability for users or members from outside the user's organization to join a conference via voice connections from a PC endpoint using a web or PC client interface available as part of the conferencing product.	Unified Communication		
12.23	The solution should have the ability to record conferences for later reviews, including voice, video, and web content and to publish these recordings to a location that is accessible by others.	Unified Communication		
12.24	The solution should have the ability to mute/unmute participants and lock/unlock conferences.	Unified Communication		
12.25	The solution should have the ability to log conferencing activity for billing and usage analysis.	Unified Communication		
12.26	The solution should have the ability to schedule conferences via Email client Calendar	Unified Communication		
12.27	The solution should have the ability to interoperate with other widely used room-based video conference systems and new visual communication solutions, such as tele-presence and video on mobile devices.	Unified Communication		
12.28	The solution should have the ability to generate reports on usage, capabilities from the UC System	Unified Communication		
12.29	The solution should have audio and video capability for devices based on operating systems such as iOS, Android etc.	Unified Communication		
13	<b>Multi-Factor Authentication</b>			
	The solution should have the capability to allow only those users to access (web access) the service who are assigned access using OTP will be given a challenge response Push Notification, desktop OTP generator/Hard token/Soft token/SMS/ any other authentication methodology	Advanced		
13.1	In case of IMAP/ POP access, the solution should have the capability to authenticate a user during the login process to confirm access	Advanced		
13.2	The solution should allow the solution administrator to manage unsuccessful authentication attempts	Advanced		
14	<b>Self-Provisioning Portal</b>			
14.1	The self-provisioning portal should allow the prospective customer to view the service catalogue (list of service offerings)	Basic		
14.2	The portal should allow the prospective customer to perform actions such as organization registration, user self provisioning/ de-provisioning, sign-up, forget password and other standard pages such as, but not limited to, profile, billing etc.	Basic		
14.3	The portal should allow the customers to log service requests.	Basic		
14.4	The portal should have a web-based interface for administration.	Basic		
14.5	The portal should have the ability generate customize report as well as the native ability to export to common formats	Basic		
14.6	The solution should allow the user to choose amongst the services offered in the service catalogue and purchase (renew if applicable) from the portal itself	Basic		
14.7	The portal should give a dashboard pertaining to utilization of procured service to each customer.	Basic		
14.8	The portal should include supplementary component such as payment gateway etc to ensure smooth procure-to-pay process	Basic		
14.9	The portal should have the ability to generate order summary, invoice for each purchase by the customers	Basic		

Annexure 1: Functional and Technical Specifications  
Training Requirements

Sr. No.	Training Requirements for Unified Communication based mail messaging solution	Response
1	How many implementation trainings for mail messaging solutions have been undertaken by the so far?	
2	Please provide a brief description on the Training approach taken by the Bidder.	
3	Please provide the following details for training :	
3.1	Number of man-days / duration for completion of training	
3.2	Optimum batch size	
3.3	Total efforts for conducting the training	
3.4	Location	
3.5	Frequency of training offered	
3.6	Pre-requisites / Preparations required before training	
4	Please answer the following about the trainers in-charge of conducting the training on behalf of the bidder for RailTel:	
4.1	Median experience of all trainers with the Bidder who would be involved with the Project	
4.2	Median experience of all trainers involved with the Project as trainers	
4.3	Median experience of all trainers involved with the Project, working / training on the solution proposed by the Bidder	
5	Please provide a sample training response and feedback from previous implementations?	
6	Also, please give details of the following:	
6.1	Name of the orgnaization where product was implemented and the training conducted	
6.2	Date and place where training conducted	
6.3	Training audience	
6.4	Indicative rating [if any provided]	
	Note: Please attach the feedback in a separate document with proper cross-referencing.	
7	Please specify the various modes through which the training will be delivered? [e.g. Classroom training, Online self-help training modules within application / e-learning modules, Quiz, etc]	

Annexure 1: Functional and Technical Specifications  
Project Management Methodology

s	Project Management Methodology	Response
1	Details of methodology / approach	
	The methodology section should adequately address the following stages of the project:	
1.1	Frequency and approach for periodic reporting on the progress of the project and actual status vis-à-vis scheduled status	
1.2	Detailed Study of Current State, with detailed work steps and deliverables	
1.3	Gap analysis including identification and resolution of gaps	
1.4	Customization, development and necessary work around	
1.5	User acceptance testing	
1.6	Planning for roll-out and identification of key issues that may arise along with proposed solutions	
2	Timelines	
3	Project management activities	
4	Roles and responsibilities of proposed personnel both from the bidder's side and from RailTel's side	
5	Following details with respect to the methodology followed by the bider in Project Management for a past client organization:	
5.1	Project Name	
5.2	Project Location	
5.3	Client Name	
5.4	Client address	
5.5	Client contact/reference person(s)	
5.6	Solution Type (Basic / Unified Communication Based)	
5.7	Project started (month/year)	
5.8	Project elapsed time – months	
5.9	Man-months effort	
5.10	Project Size (No of branches, modules covered and any other relevant details)	
5.11	Name of senior project staff	
5.12	Nature of the Project	
5.13	Project Management Methodology used	
5.14	Role of the Bidder, whether complete end-to-end involvement or for a particular module	
5.15	Project detail ((Broad detail – information about all activities handled, modules forming part of the mail messaging solutions associated activities, time lines activity-wise and module-wise may be detailed.)	

**A. List of customers where the proposed unified communication based mail messaging solution is implemented and their reference details**

S No.	Name of the Customer	Brief Scope of work (specify the size of the client, the approaches supported etc.)	Attach reference Letter	Project Status (Completed/ Under implementation)
1				
2				
3				
4				
5				
6				

(Enclose necessary documentary proof)

Annexure 1: Functional and Technical Specifications  
Reference Site Details

Reference Site Details	
Particulars	Response
Name of the client organization	
Country of Operation	
Address of the Organization	
Date of commencement of Project	
Date of completion of Project	
Scope of Work for Solution	
Number of concurrent users and the geographical spread of the implementation	
Average Team size for the entire project (Please mention the names and roles of all the other third parties involved in case of consortium)	
Name of the contact person for reference	

Note:

The reference sites submitted must be necessarily of those organizations where the proposed bidder/ OEM's product has been awarded the contract in the last two years. For those references where the offered solution is accepted but implementation is not started, the acceptance should be valid as on the last date for submission of bids at RailTel Corporation of India Ltd.