

S. No.	Requirements	Type of Requirement	Bidder's Compliance (F/C/N)	Bidder's remarks, if any
1	Mailing Solution			
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	Support sorting messages by from	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	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 drag-and-drop functionalities throughout the messaging client	Basic		
1.10	The solution should support setting up automatic reply (Out of Office reply) from web client	Basic		
1.11	The solution should support multiple domains on a single system	Basic		
1.12	The proposed messaging solution should have built in server side filtering rule for messages.	Basic		
1.13	The proposed messaging solution should be capable of providing high availability, clustering, and load balancing	Basic		
1.14	The proposed Messaging Solution should support any of the leading platforms such as Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, RHEL etc.	Basic		
1.15	The solution must allow the solution admin to define expiry policy for any individual's mailbox	Basic		
1.16	The solution must alert the end user via an email message about the quota usage basis the threshold defined by the solution admin	Basic		
1.17	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		
1.18	The messaging solution should provide an option to define the maximum mail message size on a global/group/domain/user level basis	Basic		
1.19	The solution should allow the user to use custom logos in web interface	Basic		
1.20	The solution should support real time back-up and restoration of backed-up mails	Basic		
1.21	The solution should have the ability to access the Mail server via IMAP clients, with the option to connect over SSL/TLS	Basic		
1.22	The solution should have the ability to access the Mail server via POP clients, with the option to connect via SSL/TLS	Basic		
1.23	The solution should have the ability to utilize Active Directory for user authentication and/or Global Address List	Basic		
1.24	The solution should allow the admin to configure an initial password in the migration wizard and import wizard for newly provisioned accounts	Basic		
1.25	The solution should support multi-tenancy	Basic		
1.26	The solution should allow the user/ admin to customize the appearance and colors of the web interface	Basic		
1.27	The solution should provide an option to check the mail message, calendar invites etc. for spelling and grammatical errors	Basic		
1.28	The solution should allow the user to create folders and define folder hierarchy	Basic		
1.29	The solution should allow the user to print a message as well as view the print preview	Basic		
1.30	The solution should allow the user to sort messages basis subject, date, sender name etc.	Basic		
1.31	The solution should allow the user to flag/unflag messages/conversations for follow up	Basic		
1.32	The solution should allow the user to add one/ multiple custom signature(s) to a message	Basic		
1.33	The solution should provide an option to popup a separate window when composing a message	Basic		
1.34	The solution should have the ability to save in-progress messages to a Drafts folder	Basic		
1.35	The solution should allow the user to set preferences for viewing messages in the reading pane	Basic		
1.36	The solution should allow the user to send an mail as an attachments in an email	Basic		
1.37	The solution should allow the user to double-click on a message in message view to expand the view pane to full view	Basic		

1.38	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
1.39	The solution should allow the users to access their mailbox through both internet (web-browsers) and intranet.	Basic
1.40	The solution should allow the users to view/ access their mails from multiple desktops simultaneously	Basic
1.41	The solution should support common mailbox across multiple individuals (e.g. Helpdesk mailbox)	Basic
1.42	The proposed solution should provide gateway servers for user access functions with capabilities such as push based mobile mail access etc.	Additional
1.43	The solution should allow the user to share address books, calendars and notebooks (Documents) with internal users and groups (read or write access)	Additional
1.44	The solution should allow the user to set an automatic forwarding address and choose whether to leave a copy in the primary mailbox	Additional
<b>2 General Requirement</b>		
2.1	The solution should support open standard environmental softwares such as OS, database, virtualization solution, cloud solution, backup solution etc. and should support open API's	Basic
2.2	The solution should allow the end user to perform advanced search, basis various parameters, on its mailbox	Basic
2.3	The solution should support real time back-up and restoration of mailbox	Basic
2.4	The solution should provide high availability and load Balancing capability.	Basic
2.5	The solution should support standard protocols like POP3/IMAP/HTTP and SMTP, S/MIME over normal and secure channels	Basic
2.6	The directory server proposed with the messaging solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP	Basic
2.7	The proposed messaging solution should be accessible through browser using http/https using the following browsers, but not limited to, Internet explorer, Mozilla, Firefox, Safari etc.	Basic
2.8	The solution should have the capability to support two-factor authentication for specific transactions/ activities (as per requirement	Basic
2.9	The solution should have the capability to send bulk SMSs	Additional
2.10	The solution should not include any individual components running on beta version	Basic
<b>3 Address Book</b>		
3.1	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, contact log, notes, categorization, etc.	Basic
3.2	The solution should allow end users to create and delete distribution groups, as well as manage memberships and ownership	Basic
3.3	The solution must allow the user to import and export his/her contacts in at least .csv and .vcf formats	Basic
3.4	The solution must the allow the end user to create multiple address books in a single mailbox	Basic
3.5	The solution should have ability to perform a LDAP based address book lookup	Basic
3.6	The solution should be able to synchronize contact information with desktop applications	Additional
3.7	The solution should allow the user to share his/ her contact list	Additional
<b>4 Calendar</b>		
4.1	The solution should provide basic calendar functionalities, including but not limited to, appointment, events, tasks, meeting, meeting updates to all recipient etc.	Basic
<b>5 Backup, Archival and Restoration</b>		
5.1	The proposed backup solution component should provide progressive <b>incremental</b> 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
5.2	The bidder should provide appropriate back up software, backup client agent, software solution , tape for taking backups etc.	Basic
5.3	The proposed backup solution component should facilitate high-speed, policy-based disaster recovery, business continuance or both	Basic
5.4	The solution should be flexible and configurable to adapt to client organization's backup policy.	Basic
5.5	The solution should ensure the data of the mail messaging solution can be backed up.	Basic
5.6	The proposed backup solution should provide and utilize advanced disk replication capabilities to yield high-performance, low-impact backups	Basic
5.7	The solution should allow the solution administrator to restore archived email data	Basic
5.8	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
5.9	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
5.10	The solution should support compression and encryption of user emails	Basic
5.11	The solution should archive all incoming, outgoing and internal emails	Basic
5.12	The solution should have the capability to capture all emails for archive system from SMTP	Basic
5.13	The solution should have the ability to copy database files to an alternate server	Basic
5.14	The solution should allow the solution administrator to restore archived data directly back to the original server	Basic
5.15	The solution should NOT allow the solution administrators to delete the backed-up/ archived e-mails	Basic
<b>6 Security</b>		
6.1	The solution have an inbuilt anti-virus & anti-spam handling mechanism	Basic
6.2	The solution should not allow any virus-injected email to enter a user's mailbox	Basic
6.3	The anti-spam server of the proposed solution should tag the spam mails properly and store them in a "spam" folder.	Basic
6.4	The solution should scan the spam folder at regular intervals and delete/ archive all mails older than 60 days (configurable/ changeable) automatically.	Basic
6.5	The user authentication should be from the same directory services as used for mail messaging solution	Basic
6.6	The solution must scan every file that is downloaded from a mail or uploaded as an attachment	Basic
6.7	The solution should allow the solution administrator to blacklist email users/ domains	Basic
6.8	The solution should allow the solution administrator to whitelist email users/ domains	Basic
6.9	The solution should generate a report comprising of the list of virus injected emails	Basic
6.10	The solution should generate a report on SPAM mails	Basic
6.11	The solution should allow the solution administrator to release emails restricted by content filters/ virus filters/ SPAM filters	Basic
6.12	The solution administrator should be given a single screen view capturing status of all core system servers/ services	Basic
<b>7 Search Options</b>		
7.1	The solution should allow the user to search basis multiple conditions via Boolean operators	Basic
7.2	The solution should have the capability to search for a particular type of item i.e. emails, attachments, contacts etc.	Basic
7.3	The solution should have the capability to search for items basis:	Basic
7.4.1	certain key words	Basic
7.4.2	data range	Basic
7.4.3	presence of attachment	Basic
7.4.4	type of attachment	Basic
7.4.5	read/unread status	Basic
7.4.6	recipients in to/ cc	Basic
7.4.7	subject	Basic
7.4.8	flagged/ unflagged status	Basic
7.4.9	sender/ receiver's domain	Basic
7.4.10	content of attachment	Basic
<b>8 Domain level management</b>		
8.1	The solution should have the capability to create and manage multiple mail domains within a single instance of messaging solution	Basic
8.2	The solution should have the capability to use different authentication stores for each domain	Basic
8.3	The solution should allow the organization to deploy administrators for each domain in order to manage a particular domain	Basic
8.4	The solution should have the capability to search across the mailboxes via the administrator console	Basic
8.5	The solution should have the capability to you different global address lists for each domain	Basic
8.6	The solution should ensure that a user ID is unique in a particular domain	Basic
<b>9 Solution administration</b>		
9.1	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
9.2	The solution should have the capability to control spam mails	Basic
9.3	The solution should allow the solution administrator to apply policies for managing the application	Basic
9.4	The solution should allow the solution administrator to review restricted mails	Basic

9.5	The solution should have the capability to prioritize email accounts	Basic		
9.6	The solution should allow the solution administrator to manage email/ attachment size	Basic		
9.7	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		
9.8	The solution should have the capability to manage DNS	Basic		
10	<b>Instant Messaging</b>			
10.1	The proposed messaging solution should provide an integrated solution for instant messaging/chat	Additional		
10.2	The solution must allow the users to send internal instant messages	Additional		
10.3	The solution must allow the users to send external instant messages	Additional		
10.4	The solution must allow the users to track instant messages	Additional		
10.5	The solution must allow the users to filter instant messages	Additional		
10.6	The user authentication for chat/instant messaging should be from the same directory services used with the mail messaging solution	Additional		
10.7	The solution should allow the end user to apply his/ her status i.e. busy, out of office, available etc.	Additional		
10.8	The solution should support conversation view, ignore & clean-up conversations	Additional		
10.9	The solution should allow the users to paste objects, files and URLs into IM message before sending.	Additional		
10.10	The solution should ensure that the IM messages are time-stamped.	Additional		
10.11	The solution should allow the users to send IM to individual users or group of Users.	Additional		
10.12	The solution should provide alerts for new incoming IM (pop-up and tone)	Additional		
10.13	The solution should ensure that the IM Conversation is secured by appropriate IP protocol (indicate protocol(s) included).	Additional		
10.14	The user should be able to send instant messages to one/ multiple internal users	Additional		
11	<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	Additional		
11.1	In case of IMAP/ POP access, the solution should have the capability to authenticate a user during the login process to confirm access	Additional		
11.2	The solution should allow the solution administrator to manage unsuccessful authentication attempts	Additional		
11.3				
12	<b>Self-Provisioning Portal</b>			
12.1	The self-provisioning portal should allow the prospective customer to view the service catalogue (list of service offerings)	Basic		
12.2	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		
12.3	The portal should allow the customers to log service requests.	Basic		
12.4	The portal should have a web-based interface for administration.	Basic		
12.5	The portal should have the ability generate customize report as well as the native ability to export to common formats	Basic		
12.6	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		
12.7	The portal should give a dashboard pertaining to utilization of procured service to each customer.	Basic		
12.8	The portal should include supplementary component such as payment gateway etc to ensure smooth procure-to-pay process	Basic		
12.9	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 Basic 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 organization 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

Sr. No.	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 basic 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.