Tender No. 20220

TENDER NOTICE FOR PURCHASE OF EMAIL SOLUTION

SME Bank Ltd. invites sealed bids from reputed company/firm for purchase of Email Solution Firms registered with income tax and sales tax authorities and who appear on active tax payers list of FBR are eligible for provision of services to SME Bank Ltd. TORs and other terms & conditions can be downloaded from Public Tender Section of PPRA website (www.ppra.org.pk) and tender section of SME Bank's website (www.smebank.org).

Last date for submission of sealed tenders is 29.08.2022 up to 3.30 pm and will be opened on the same day at 04.00 pm in the presence of bidders who wish to attend.

For any clarification please contact Mr. Aqeel Ahmed, Deptt. Head IT, SME Bank Ltd., Telephone No.051-9213098

Sajjad Ahmed

Department Head Services

Head Office, 56-F, Nazimuddin Road,

Blue Area, Islamabad.

Ph.9217000 UAN # 111 11 00 11

Mobile No. 0308-7773998

Email: sawan@smebank.org

Organization Name	:	SME Bank Ltd.
Address	:	Head Office, 56-F, Nazim-ud-Din Road, F/6/1, Blue Area
City	:	Islamabad
Tel No.	:	051-9217000
Fax No.	:	051-9217001
Tender No	:	SME-202200
Description	:	Purchase of Email Solution
Advertisement Date	:	_____
Closing Date	:	29.08.2022
Closing Time	:	3.30 pm
Opening Time	:	4.00 pm
Estimated Cost	:	Rs.1.5 million
Tender Documents	:	Attached
Tender Nature	:	National
Earnest Money	:	2% of the quoted price (inclusive of GST)
Bid Validity	:	120 days
Remarks	:	1. Price to be quoted in Pak Rupees , 2. Company must submit all the supporting document signed and stamped by the Authorized official

Tender Document

Purchase of Email Solution

A Brief Introduction of SME Bank Ltd

SME Bank Limited (the Bank) is a public limited company incorporated on October 30, 2001 under the repealed Companies Ordinance, 1984 having its registered office at 56-, Nazim-ud-Din Road, F-6/1, Blue Area, Islamabad. The Government of Pakistan is the major Shareholder of the bank.

The Bank is a Scheduled Commercial Bank engaged in the business of banking with the primary objective to support and develop Small and Medium Enterprises (SME) sector in Pakistan by providing necessary financial assistance and business support service on sustainable basis

1 **Invitation to bid**
SME Bank intends to upgrade and enhance its IT infrastructure, this upgrade involves Email Solution

Email Solution detail and Specification are mentioned in attached Annexure-A and B

2 **Language of the Bids**
The bids prepared by the Tenderer and all correspondence and documents relating to the bids exchanged by the Tenderer, shall be written in English or Urdu language.

3 **Earnest Money**
Earnest money 2% of the bid price inclusive of GST in the shape of pay order/demand draft in the name of SME Bank Ltd. shall be submitted by the bidder in a sealed envelope at the time of submission of the bids. Earnest money of unsuccessful bidders shall be returned after selection of company.

4 **Bidding Procedure**

As per PPRA Rule No. 36 (b) i.e. Single stage – two envelope procedure which includes that -

(i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
(ii) The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
(iii) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;

(iv) The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the bank without being opened;

(v) The Bank shall evaluate the technical proposal as per tender document including attached criteria, without reference to the price and reject any proposal which does not conform to the specified requirements;

(vi) The financial proposals of bids shall be opened publicly at a time, date and venue announced, which shall be communicated to the qualified bidders separately.

5 Instructions to bidders

General Instructions:

i. Bidders are required to carefully read and follow the instructions specified in this Tender

ii. Income Tax, Sales Tax and all other applicable taxes shall be deducted in accordance with the law.

iii. The bid should be valid for a period of 120 days from the date of opening.

iv. Proposal shall contain no interlineations or overwriting. Any alteration and modification in tender documents will not be allowed.

v. In case of any tender where unit rate of any item/items appear unrealistic, such tender offer will be considered as unbalanced and in case the bidder is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.

vi. All bids received after dead line mentioned in tender notice shall be rejected and returned unopened to Bidder. SME Bank Ltd will not be responsible for any delay in submission of bids via mail or courier.

vii. On the basis of evaluation, the successful bidder will be informed accordingly. Letter of acceptance /intent will be issued only to successful bidder including terms & conditions. Once accepted, the parties shall enter into a contract.

viii. SME Bank Ltd reserve the right to cancel this tender notice/document or reject any or all bids at any stage of the bidding process.

ix. Bids once submitted cannot be withdrawn. If a bidder withdraws from the bidding process after submission of bid the Bank reserves the right to forfeit the earnest money.

x. Bidder shall be responsible to treat this Tender Document and information gathered during bidding process as "Private" and "Strictly Confidential". The bidder shall not publish or disclose any information concerning the task without seeking special written permission of SME Bank Limited.

xi. Any bidder submitting incomplete information may be disqualified from the bidding process.

xii. Any bidder submitting false, incorrect or inaccurate information may be automatically disqualified from the bidding process.

xiii. Any effort by the bidder to influence SME Bank Ltd., directly or indirectly may result in the rejection of the bidder's offer.

xiv. Pages of every section of the bid must be numbered and signed & stamped by the Bidders nominated authorized signatory. The representative of the bidding firm shall furnish a proof of authorization to sign the bids, in the form of a written Power-of-Attorney, which shall accompany the Bid.

xv. The Bank will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

xvi. The proposal without earnest money will not be entertained and rejected straightaway.

xvii. During evaluation of bids, SME Bank may at its discretion, ask a bidder for clarification of bid. The request for clarification and response shall be in writing and no change in the prices of bid shall be offered or permitted.

xviii. In case of arithmetical errors between unit price and total price, obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If the bidder does not accept the correction his/her bid will be rejected.

xix. SME Bank may waive any minor informality, non-conformity or irregularity in bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

xx. SME Bank will determine whether each bid is substantially responsive to the bidding documents. A substantially responsive bid is one which conforms to all terms & conditions, technical specifications of bidding documents without any deviation.

xxi. If the bid is not substantially responsive it will be rejected. However, Bank may consider the bid proposal having any minor discrepancy which is not affecting whole evaluation criteria for healthy competition.

xxii. Bidder must submit an affidavit that the Bidder/Firm, their partners and directors/senior managers fulfill the following requirements;

a. That they have not been adjudged an insolvent;

b. They have never been declared bankrupt by any court of law;

c. They have never been blacklisted or involved in litigation with any client/ organization/government/semi-government/autonomous body.

d. No execution of degree or order of any court remains unsatisfied against them.

e. They have not been convicted of a financial crime, banking frauds, mortgage frauds, forgery, embezzlement, cheque frauds, credit cards frauds, etc.

f. They meets the financial integrity requirement as per applicable Laws & Regulations.

6 Bidders Experience

Bidder must possess prior experience of successfully deploying proposed email solution in at least one commercial bank in Pakistan through certified/experienced team of professional. Only those bidders shall be considered who possess at least one year experience of deploying its proposed email solution.

7 SECURITY FORFEITURE:

Bid Security may be forfeited in favour of the bank after opening of bid in following conditions.

7.1. In case bidder withdraw its bid during the period of its validity.

7.2. In case successful bidder, violate any clause of the bidding document and purchase order.

7.3 In case successful bidder fail to fulfill the contractual obligations.

7.4 In case successful bidder deviate from any clause of the bidding document, tender Notice and Purchase/service contract.

8 Acceptance of Bids

The bidder with the most advantageous bid, if not in conflict with any other law, rules, regulations or policy of the Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity.

9 Evaluation Criteria

SME Bank shall evaluate the technical proposal and will reject proposal that do not conform to the requirements specified in Annexure-B.

Financial proposal of only those organizations shall be opened whose technical proposal has qualified, not rejected, as above.

10 TAX

Quoted rates must be inclusive of all applicable taxes.

11 Confidentiality

All bids submitted to SME Bank and subsequent correspondence and discussion shall be kept confidential and will not be revealed directly or indirectly to any other party, except in the case of any government query by department/ organizations monitoring Banks and the Federal Government.

12 Closing Date

The last date for receipt of bids is 29.08.2022 by 3.30 pm. Bids will be opened on the same day at 04.00 pm SME Bank Head Office, 56-F, Nazim-ud-Din Road, F-6/1 ,Blue Area, Islamabad, in the presence of the Purchase Committee & those bidders or their representatives who wish to attend. Only one individual per firm/company can attend.

13 Clarification for Tender

In case of any clarification is needed to the meaning of any portion of the specification, the prospective bidder may contact Mr. Aqeel Ahmed, Deptt.Head IT, SME Bank Ltd., Telephone No.051-9213098 during office hours before submission of bids within stipulated time.

14 Bid Submission

The Bid proposal should be submitted as follow:

Single package containing two separate envelops. Each envelop contains separately the financial proposal and a technical proposal" along with certificate as per attachment.

The Sealed Envelope containing the Technical Proposal should be clearly marked as:

Volume-I Technical Proposal for Purchase of Email Solution

Sajjad Ahmed
Department Head Services
Head Office, 56-F, Nazimuddin Road,
Blue Area, Islamabad.
Ph.9217000 UAN # 111 11 00 11
Mobile No. 0308-7773998
Email: sawan@smebank.org

Name of Bidder: _____

The Sealed Envelope containing the financial proposal should be clearly marked as:

Volume-II Financial Proposal for Purchase of Email Solution

Sajjad Ahmed
Department Head Services
Head Office, 56-F, Nazimuddin Road,
Blue Area, Islamabad.
Ph.9217000 UAN # 111 11 00 11
Mobile No. 0308-7773998
Email: sawan@smebank.org

Name of Bidder: _____

Certificate

I/We agree to abide by the terms and conditions of the Tender and Mr. /Ms. …….. Is authorized by I/we **to sign the Tender for and on behalf of M/S …… (NAME OF FIRM IN BLOCK CAPITALS).**

Signature and Designation of the Authorized Official_____

Signature & Name of Authorizing Official/Executive: _____

Designation: _____

Complete Address of the Company/Firm_____

_____

Fax No: _____Telephone No.:_____

Witness:-

1. _____2. _____

Requirement for email Solution.

Scope of Project

SME Bank intends to invite the proposal for implementation of enterprise-wide E-mail solution at SME Bank. The scope of the project includes setting up of enterprise mail system (which includes email, calendar, scheduling, contacts and other standard features of email solutions) Archival solution, Directory services, etc. at Primary Data Centre (Islamabad) and DR site (Lahore) in high availability- Active Passive mode with required components along with necessary integration and customization with other systems of SME Bank. The proposed solution should be robust, stable, efficient and easy to manage.

The proposed solutions shall be hosted on SME Bank's Data Centers. Currently SME Bank has Exchange Solution 2010 deployment on Windows platform and the bidder shall be required to migrate all existing mail boxes etc. to the new environment without any disruption of services availed by users and loss of data. The bidder shall be required to provide free of cost support including upgrades and updates initially for a period of one year after go live.

The bidder shall perform VA&PT of the implementation and address all the identified vulnerabilities before go-live. The bidder shall also enable monitoring of email services in SME Bank's Security Operations Center Dash Board. The bidder shall provide comprehensive training to technical team of SME Bank to operate the solution.

It is required that all the user will be logged into the email system using all the three channels i.e. desktop email client (outlook and additional email clients like thunderbird, eM client, Mailbird etc.), webmail and mobile sync during office hours and using mobilesync and webmail after office hours

Bidder in its proposal needs to submit the minimum hardware requirements for the deployment of Solution in consultation with DH IT of SME Bank with the focus to utilize the existing equipment to the most. Required hardware (if any) shall be purchased separately.

The following objectives/benefits are to be derived from the Implementation and Maintenance of Enterprise Mail Solution at SME Bank but not limited –

1. Highly available email solution with uninterrupted access to SME Bank's emails by the end users.
2. Archival of user emails as per the retention policy of SME Bank and retrieval of archived emails for end users.
3. Highly secured Email service with Multi- factor authentication and geofencing
4. 24x7 Email infrastructure and service monitoring capability and remote troubleshooting support service.

Total no of mailboxes that are required are 315.

Bidder shall migrate existing TLS Certificate of SME Bank to the new environment both at Primary Data Center) PDC and DR site. The proposed solutions at DR site should have same capacity and licensing as that of PDC. In other terms DR site should be replica of PDC. Passive mode saving can be utilized by the Bank If available.

All the solutions proposed should be on premise solutions and should not have any dependency on OEM or third-party cloud/data centres other than receiving upgrade, update and bug fixes. No information/data/logs should go outside of SME Bank domain other than outgoing emails.

The bidder shall be responsible for all aspect of the project including site survey, feasibility analysis, delivery, installation, configuration, integration, conducting QA, assisting UAT, commissioning and arranging remote support during the support period.

SME Bank shall choose the most cost-effective solution from the available technically compliant offering delivering the most quality.

Technical & Functional Requirements

	Product Version _____			
	Product Name _____			
	End of Sale _____			
	End of Support _____			
	REQUIREMENTS	Mandatory	Compliance by Vendor (Yes/No)	Verification by IT Dept.
1.	Proposed solution is stable and is available for more than five years in the market. (Multiple version acceptable)	M		
2.	The Bidder should have a registered office in Pakistan for at least the last 3 years and should have reported net profit for the last 2 years. In case the bidder is not the Principal Owner of the solution offered, the bidder should provide an authorization/partnership/distributor certificate. Registered Address of the Bidder & no of years: _____ _____ _____ _____	M		

<table>
<tr><td></td><td>Is the Bidder the Principal Owner of the solution or an Authorized Partner / Reseller/Distributor? _____

Profit After Tax (in PKR)

FY 2021: _____

FY 2020: _____

The Audited Balance Sheet for the last two years, are to be submitted as documentary evidence.</td><td></td><td></td><td></td></tr>
<tr><td>3.</td><td>The proposed solution is implemented in at one Bank with 200+ mail boxes

<table><tr><td>#</td><td>Bank Name</td><td>Yrs.Implemented</td><td>No of Mail Boxes</td></tr><tr><td>1</td><td></td><td></td><td></td></tr><tr><td>2</td><td></td><td></td><td></td></tr><tr><td>3</td><td></td><td></td><td></td></tr><tr><td>4</td><td></td><td></td><td></td></tr></table>
Reference letter or PO from the Banks along with contact
Details of the Bank’s resource persons are to be submitted.</td><td>M</td><td></td><td></td></tr>
<tr><td>4.</td><td>Bidder has included the cost of Windows 2022 CALS required (in consultation with DH IT), email solution CALS etc. and all supporting software required to operate the software</td><td>M</td><td></td><td></td></tr>
</table>

5.	The bidder shall be responsible for all aspect of the project including site survey, feasibility analysis, delivery, installation, configuration, integration, conducting QA, assisting UAT, commissioning and arranging remote support during the support period.	M		
6.	Selected Bidder pricing include one year support for all licensed components after go-live that shall entitle the Bank to free updates, upgrades to new version and remote support(min)	M		
7.	All the solutions proposed should be on premise solutions and should not have any dependency on OEM or third party cloud/data centres other than receiving upgrade, update and bug fixes. No information/data/logs should go outside of SME Bank domain other than outgoing emails.	M		
8.	Bidder in its proposal needs to submit the minimum hardware requirements for the deployment of Solution in consultation with DH IT of SME Bank with the focus to utilize the existing equipment to the most. Required hardware (if any) shall be purchased separately.	M		
9.	Selected Bidder shall migrate all existing mail boxes etc. to the new environment without any disruption of services availed by users and loss of data	M		
10.	The proposed solutions at DR site should have same capacity and licensing as that of PDC. In other terms DR site should be replica of PDC. Passive mode saving can be utilized by the Bank If available	M		
11.	Selected Bidder shall migrate existing TLS Certificate of SME Bank to the new environment both at PDC and DR site	M		
12.	Bidder shall train SME Bank's team to operate the solution.	M		
13.	Bidder has attached a detailed project plan for executing the project	M		
14.	Bidder shall submit a weekly project status on the project progress to SME Bank	M		
15.	Bidder shall perform VA&PT of the implementation and address all the identified vulnerabilities before go-live.	M		

16.	The bidder shall also enable monitoring of email services in SME Bank's Security Operations Center Dash Board	M		
17.	Quoted Solution is compatible with SME Bank's Enterprise Security Deployment.	M		
18.	Quoted Solution is compatible with SME Bank's Backup solution that is Veritas BackupExec.	M		
19.	Bidder shall configure 2FA minimum with OTP. Supporting software cost should be included in the proposal	M		
20.	Bidder shall provide geo-fencing solution.	M		
21.	Bidder shall integrate the solution with SME Bank's Windows Domain	M		
22.	Bidder shall provide an Archival Solution with the email solution	M		
23.	Bidder shall ensure that all the functionality available with SME Bank's user and administrators through the existing email solution is available in the new system. Improvements are acceptable.	M		
24.	Bidder shall configure the solution to operate with Web Application Fire Wall of SME Bank.	M		
25.	Bidder shall perform security hardening of the deployment	M		
26.	Bidder shall provide standard maintenance checklist of the deployment.	M		
27.	Bidder shall perform a DR Drill before Go-live	M		
28.	Bidder shall configure the public facing Solutions for operations in DMZ Zone and guide SME Bank's team in this regard.	M		
	Calendar, Tasks, Address book, etc. General Features	M		
1.	The proposed solution should support advanced search and file indexing for large inboxes.	M		
2.	Should support e-mail, Address Book, Calendar, Task	M		
3.	Users should be able to restore a mail deleted from the Trash folder.	M		
4.	Ability to access the Mail Solution through all the three channels like Web, Mobile and desktop client (outlook or any other dedicated email client) and shall support protocols like web, POP, IMAP and ActiveSync.	M		

5.	Ability to share Address Books, Calendars with internal users and groups (read or write access)	M		
6.	Ability to create personal folders and folder hierarchies	M		
7.	Ability to print a message and see a print preview	M		
8.	Ability to sort messages based on subject, date, or sender	M		
9.	Ability to define filter rules and priorities for incoming messages	M		
10.	Ability to flag/unflag messages/conversations for follow- up	M		
11.	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.	M		
12.	Ability to add a custom signature to a message. .Users should be able to define multiple email signatures to use.	M		
13.	Ability to save in-progress messages to a Drafts folder.	M		
14.	Ability for a user to set an automatic forwarding address.	M		
15.	Users can share their mailbox folders and set the permission levels to manage or to view-only.	M		
16.	The proposed solution shall support digital certificate / signature based encryption for signing and encrypting the email messages and attachments.	M		
	Mail Solution	M		
17.	The proposed solution should be actively supported by enhancements/bug fixes to the solution by the OEM	M		
18.	The Proposed mail solution should not include any individual components running on Beta version	M		
19.	The proposed mail Solution should support leading platforms like Windows, LINUX	M		
20.	The proposed mail solution should provide high availability, load Balancing and Disaster Recovery capability.	M		
21.	The proposed mail solution should have option to define the maximum mail message size on a global/group/user level basis.	M		

22.	The proposed mail solution should support recalling/resending of messages sent and also should notify the user on the success or failure of the message recall. This facility should be available to users and administrators both.	M		
23.	On reaching quota limit, user should be able to delete mails but cannot send or forward mails on both Web and Native Clients.	M		
24.	The proposed solution should provide Gateway Solutions for user access functions with capabilities like Web Mail, push based mobile mail access etc.	M		
25.	Solution should 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.	M		
	Web Interface	M		
26.	All Web mail functionality should be accessible through all popular web browsers including Internet Explorer, Mozilla Firefox , Chrome, Edge, Safari.	M		
27.	The Web mail client should provide option to check mails during low bandwidth connection using Basic Mail client functionality.	M		
28.	The proposed mail solution should provide administrators the ability to define web mail session idle time at the global level	M		
29.	The proposed mail solution should have rich, interactive, web-based interface for end user functions (accessible via HTTP or HTTPS). Option to block http is available	M		
30.	The proposed mail solution should support automatic and manual refresh of the user interface to automatically display newer messages and other updates.	M		
31.	The proposed mail solution web interface should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.	M		
32.	The proposed mail solution should support customization of look and feel, logo, colour themes, behaviour, etc. of the web mail client.	M		
33.	The proposed mail solution should allow users to search	M		

	from within the web client.			
34.	The proposed mail 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.	M		
35.	The proposed mail solution should provide the ability to assign tags/categories to To Do, Contacts, and Calendar entries. Ability to assign tags to mail messages and configure alarm.	M		
36.	The proposed mail solution should have the ability to render and create messages, appointments in HTML format and Text format. It should have a built-in rich text editor for composing messages with support for color, fonts, attributes, font size, hyperlinks, etc.	M		
37.	The proposed mail 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	M		
38.	The proposed mail solution should provide users ability to choose from recipients stored in personal Address Books, shared Address Books, or the Global Address List.	M		
39.	The proposed mail solution should have user definable personal folders to organize mail and allow creation of personal folders and folder hierarchies.	M		
40.	The proposed mail solution web interface 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.	M		
41.	The proposed mail solution should support Message Priority feature - to set priority of messages while composing them	M		
42.	The proposed messaging solution should support filtering of incoming mails based on user definable filtering rules. The proposed messaging solution should have built in Solution side filtering rule for messages.	M		
43.	Webmail interface should have features for notification of new mails.	M		

44.	Webmail interface should have an integrated calendar providing the following features: shared calendar, to-do lists, event scheduler and reminders.	M		
45.	The user should be able to change the password through web interface	M		
46.	User should be able to mark mails as read or unread and maintain flags for follow ups.	M		
47.	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.	M		

48.	User should be able to flag important email items for the purpose of follow-up, indicated by a flag in the inbox. Additionally, user should be capable of setting an alarm as a reminder of a follow-up action, like marking an e-mail for follow-up on the day prior to an important meeting or deadline.	M		
49.	Web Mail Client should let users remotely wipe data from their Mobile devices without IT intervention, in case of device lost situations etc.	M		
50.	The proposed mail solution should support basic authentication, session authentication, secure logoff, Secure Sockets Layer encryption and active content filtering.	M		
51.	Users should be capable of viewing the total size and available space of their mail boxes.	M		
52.	Webmail should support integration with Two Factor Authentication (2FA) facility for user to login. If additional software is required vendor is required to quote the same in the proposal. (Bank may decide to buy or not)	M		
	CALENDAR	M		
53.	Ability to schedule personal appointments, create recurring meetings and exceptions to recurring meetings.	M		
54.	Ability to schedule meetings and view attendees' free/busy information	M		
55.	Ability to accept or reject meeting requests	M		

56.	Ability to reply to requests for meeting with a newly proposed time and date	M		
57.	Ability to 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.	M		
58.	Should support searching for appointments within the calendars	M		
59.	Should Support Meeting Requests, Forward Meeting requests and Generate Alerts.	M		
60.	Should be able to suggest best timing for meetings based to participants availability by using Scheduling Assistant, Attendance Confirmation.	M		
61.	Should support tracking of responses from the meeting invitees with information on the number of accepted and rejected responses.	M		
62.	Should support marking appointments as private, so it will not appear when others view ones calendar.	M		
63.	Users should be able to publish their own and view free/busy time for others over the Internet using Calendar support.	M		
64.	Interoperability with foreign calendaring systems should include capability to send, accept, decline and automatically track meeting requests and responses over the Internet using Calendar standard	M		
65.	User should be able to view selected days or series of days apart from default views like Daily, Weekly, Monthly, Calendar List, to do List.	M		
66.	An incoming meeting request should be stored in the calendar as “Tentative” automatically. Once the user accepts the meeting invite, an automatic reminder with audio/visual alarm should be added into the calendar.	M		
67.	User should be able to customize a work week by Days and hours.	M		
68.	Should provide the ability to create shared team calendar and tasks.	M		
	TASKS	M		
69.	Should support Solution-side and client-side Tasks (or To Do List) and should support assigning tasks to other users in the mail system	M		

70.	Create tasks automatically linked to a contact (address book entry) and view tasks grouped by contact	M		
71.	Should provide the ability to assign due dates to "To Do" items.	M		
72.	Should provide the ability of accepting, rejecting or updating the "To Do" item that has been received from other associates.	M		
73.	Should allow a "To Do" owner to check the status of assignees.	M		
74.	Should allow a "To Do" assignee to accept, delegate, or request modifications to a "To Do"	M		
75.	Should provide the ability to receive notifications of upcoming due dates.	M		
76.	Should support delegating the authority to others to manage your "To Do" list.	M		
	ADDRESS BOOK	M		
		M		
77.	Ability to index Corporate Address book and personal address book alphabetically. All address books must be available to the users through thick client, web client and supported mobile devices.	M		
78.	The user should be able to add/delete/modify the contacts in personal address book via email client, web client and mobile client.	M		
79.	Users can add addresses from other organizations or individuals to their private address book	M		
80.	Ability to import/export Contacts in .csv format	M		
81.	Should support Solution-side and client-side contact management including integration of contacts with word processing applications.	M		
82.	Should support personal directory apart from the offline address book and should support the following object types: a) Users b) Distribution Lists c) Also, these objects types should be supported in d) Thick mail client as well as a web client e) Should support vCard standard	M		

	MOBILITY	M		
83.	Should support synchronization of calendar items, mail items, and contact items between mobile and the mail Solution over Mobile data network over the Internet.	M		
84.	Should support and be configured for push based emails on popular mobile platforms using active sync or similar technology: Windows, Android and iOS	M		
85.	The users should be able to search the entire corporate contacts directory from their mobile devices.	M		
86.	The users should have the functionality to search through their entire mailbox from their mobile devices	M		
87.	The user should be able to configure out of office messages from their mobile devices.	M		
88.	The proposed solution should be configured for security policy (Password policies) enforcement and remote erase capability for smart phones to protect data on supported mobile devices.	M		
89.	Should support notifications of Mail & Calendar Reminder onto a Cell Phone directly from the mail Solution	M		
90.	Solution partner should provide all the required softwares/drivers/ plug-in/licenses etc which is required by the mobile devices to access /synchronize email/calendar/contacts.	M		
91.	Users should be able to reset their passwords from mobile devices	M		
	SYSTEM ADIMINSTRATION & MAINTENANCE FEATURES	M		

92.	Should be capable of administration through a single window interface to provide Solution level control and configuration of the messaging system for all Solutions including: a) Create / rename / delete mail accounts b) Reset / set user passwords for both Directory & Messaging platform c) List all users in the messaging system d) Search for a user and modification of user object attributes e) Enable / disable user accounts f) Change delegated administration passwords g) Add alias e-mail address for a user h) Define web mail session idle time at the global level	M		
93.	Ability to granularly delegate administration of individual Solutions to distributed administrators	M		
94.	Should provide a centralized interface for control and view of all message queues.	M		
95.	Should permit only the administrator to create, modify, delete or unlock user accounts	M		
96.	The system should be capable of recovering deleted, encrypted, and other private communications between users. This recovery capability and process should be available only to individuals with special credentials, such as administrator or in charge of mailing solution.	M		
97.	The message store database should have backup capability online and offline. It should provide support to simultaneously backup multiple message store database. It should provide support for restoring individual message store databases without requiring the other users to stop their mail communications. Should support scheduled backup and restore tasks from a user friendly, menu-driven program.	M		
98.	Should support system monitoring including alerts for critical events, and output of the statistics in the form of graphs, histograms and rich reports.	M		
99.	The mail system should allow comprehensive administration locally and from a remote location	M		
100	Should support the ability for administrators to age email for deletion	M		
101	Should support journaling of messages flowing in and out of each message store database.	M		

102	Should be able to limit the size of messages flowing through the message transfer agent and on a per user mailbox basis	M		
103	Should support logging of every action performed on the mail system on to the event logging system that can be reviewed later for troubleshooting or system health check	M		
104	Support for granular Solution side notifications for mailbox quota (Warning, Prohibit Receive, Prohibit Send)	M		
105	Provide message tracking tools to give analysis from mail logs with search option for From and To addresses , From and To date , contents of the message etc	M		
106	The proposed mail solution should have the ability to create multiple users for a domain automatically using an existing database of user record/details	M		
107	The proposed mail solution should provide ability to schedule routing of mails in queue based on priority.	M		
	SELF SERVICE FUNCTIONS	M		
108	Solution should provide user self-service facility for Email Group Membership Management	M		
109	The proposed mail Solution should allow end Users to create and delete specific distribution groups, as well as manage memberships and ownership as a self-help service.	M		
110	The “self service” facilities should have the ability to retrieve user passwords with out the administrator intervention.	M		
111	The proposed solution should allow admin to track their message delivery as a self-help service	M		
112	The User should be able to change their password	M		
	MESSAGE ROUTING	M		
		M		
113	Should support SMTP as the default mail protocol for mail transfer between mail Solutions.	M		
114	Should support fault-tolerant SMTP routing between Solutions.	M		

115	Should be a mail system that works with the existing network topologies and has the ability to customize the mail delivery routes between mail Solutions in various physical locations over the WAN/LAN setup.	M		
116	Should support automatic message tracking with variety of filters	M		
117	Should support ETRN and ESMTP	M		
	AUTHENTICATION	M		
118	The proposed mail solution should relay mails only from authenticated users.	M		
119	The proposed mail solution should relay the mails from the clients in the trusted network or to the domains that are configured as authorized relay destination.	M		
120	The proposed mail solution should have Delivery Status Notification providing an e-mail sender ability to specify success, failure, delay or none of the message.	M		
121	The proposed mail solution should support Simple Authentication and Security Layer(SASL)	M		
122	The directory Solution proposed with the mail solution should be Windows compliant	M		
	DIRECTORY SERVICES	M		
123	Directory Solutions should support integration of Email and Archival solution.	M		
124	Should support High availability	M		
125	The directory services should facilitate users to reset their own passwords.	M		
126	The Directory service should have Two Factor Authentication (2FA) facility for user to login to access email solution or should support integration of third party Two Factor Authentication systems. To be quoted with the solution.	M		
127	The Directory Solution should be configured in multimaster mode in order to avoid single point of failure. Directory Solution should be scalable and should have multi-master & multi-site capabilities.	M		
128	The directory service should support features for health monitoring and verifying replication.	M		

129	The directory service shall provide support for modifiable and extensible schema.	M		
130	Should have Search capability to query all directory objects and network resources by attributes	M		
131	Should support recovery of a Single Object as well as the entire directory.	M		
132	Loss of a single directory Solution should not affect ability for users to logon.	M		
	eMAIL ARCHIVAL	M		
133	The proposed solution should have email Archival & Discovery for storing mails for legal compliance.	M		
134	All mails should be journaled for legal & compliance	M		
135	The proposed solution should be responsive, should not impact the normal operation of proposed email system and is fast and reliable for end- users	M		
136	The solution should tightly integrate with proposed email solution and Directory Solution	M		
137	The Solution should allow creating an archive mail box for each individual user separately for faster search	M		
138	Administrator should be able to search mails within archival Solution High	M		
139	The proposed solution should be Configurable for per account archival.	M		
140	The archival Solution must be configured for Indexing services for faster search and retrieval of mails.	M		
141	Capability to audit access to items in the archive in a way that tracks which individuals accessed which items and at what time/ date	M		
142	Capability to successfully archive and retrieve all email sent/ received users	M		
143	Should Supports multiple layers of security for user access	M		
144	Rich reporting features to help manage and optimize the system	M		
145	Capability to perform rich searches of all fields (To, From, Cc, Subject, Body, etc.) using keywords and/ or wildcards to search for specific or fuzzy data, date range, and Boolean. Capability to search metadata fields	M		
146	Capability to perform a sub- search within the result set	M		

	of a search			
147	Capability to search email attachments, including multiple levels of nested attachments	M		
148	Capability to export results of searches in EML and PST formats	M		
149	Capability to define multiple retention policies against one or multiple emails with the capability of purging email that is beyond its retention	M		
150	Capability to place email items on hold in a way that supports multiple layers of holds, and also records the placed and release date of each hold.	M		
151	Email archived to the system should be immutable in the system.	M		
152	The solution should provide auditing features for user login/logout, user activities.	M		
	HIGH SUPPORT FOR BACKUP/RECOVERY	M		
153	The proposed solutions should be able configure with existing backup/restore solution.	M		
154	If the proposed solutions does not have native backup features to take backups, then Bidder has to quote for necessary agents for taking the backup to SME Bank provided backup solution	M		
155	The proposed solutions should be flexible and configurable to adapt to Organization's backup policy	M		
156	Standard SPAM filter, SSL, TLs and StartTLS support, Content Filter, SPF, DKIM, DMARC, IP Shielding, DNS attack avoidance, Location Screening, SPAMBOT Detection, Compromised Password Check, Hijacked Account Detection and remote administration is required.	M		