

Dear Sir,

**Sub: Installation and Commissioning of new E-Mail Service**

HLL Lifecare Limited Thiruvananthapuram now invites competitive bids from the eligible bidders for the Installation and Commissioning of new **E-Mail Service with 1000 user licenses in SAAS Model**. The proposed E-Mail Service will be configured SAAS Model and installed in any of the Data Centre in India. The detailed specifications are given in **Annexure-1**.

**Terms & Conditions**

1. The respective bidder should have minimum 5 years experience in E-Mail Service implementation. For this, the bidder can submit the documentary evidence of the following along with the bid.
  - a) The copies of Supply / work orders for the similar kind of services for the past five years.
  - b) Certificate from at least three clients for the similar works done.
2. The prices should be quoted as per the format for price schedule enclosed as **Annexure – 2**.
3. Total Price of the E-Mail Services including license, Installation Charges and Support Charges or any other charges for one year should be mentioned separately.
4. The bids will be evaluated by taking the total amount for the implementation;  
Total Amount = Cost of 1000 user licenses of E-Mail for one year  
+ Installation Charges  
+ Support Charges for 1 Year.
5. The supplier has to install mail relay server at Head office if needed and necessary support should be provided for one year.
6. Toll Free Number in India for the Product support and other Contact Numbers should be provided along with the bid.
7. The Authorization Letter from the OEM of the product quoted should be submitted along with the bid.
8. OEM/Bidder has to engage in a Service Level Agreement (SLA) with HLL.
9. The bidder is responsible for the data migration from the existing E-Mail Service to the new based E-Mail Service.
10. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
11. The E-Mail Service should be delivered and commissioned within **3 weeks** from the date of placement of order.
12. Penalty at 0.5% per week's delay subject to maximum of 5% is applicable for delayed commissioning.
13. Necessary documentations are to be supplied along with the product.
14. Statutory documents like licenses if any should be supplied along with the product.
15. Bids should be clear in all respects and those with ambiguous clauses shall be summarily rejected.

16. The supply order will be placed on the first lowest responsive bidder.
17. The periodic updates from OEM should be available at free of cost during the support period.
18. Necessary support should be provided as and when required within 2 Hrs of intimation of the problem if required support should be extended after office hours of HLL and holidays also.
19. Training should be provided by the supplier to the administrator of HLL at free of cost.
20. HLL will have the right to increase or decrease up to 50% of the quantity of licenses specified in the schedule of requirements without any change in the unit price or other terms and conditions during the period of 1 year.
21. Payment will be released in every month.  
For claiming this payment the following documents are to be submitted.
  - a) 3 copies of Invoices
  - b) Installation report/delivery Chelan signed by both the user and the supplier's representative for first payment only.
  - c) Statutory documents if any,
22. The bids should be submitted at the following address.  
**Associate Vice President (IT) ,  
HLL Lifecare Limited  
Corporate and Registered Office,  
HLL Bhavan, Poojappura,  
Thiruvananthapuram – 695 012,  
Phone: 0471- 2354949.**
23. Bids should be submitted on or before **15:00 Hrs on 15.03.2013** and the same **will be opened at 15.30 Hrs on the same day** at Corporate Head Office, Poojappura, and Thiruvananthapuram in the presence of the representative of the bidder who chooses to attend. If the bid opening day is declared as holiday for HLL, the bid will be opened at the next working day of HLL.
24. The envelopes containing the bid should bear the Invitation for Bids title and number, and the statement DO NOT OPEN BEFORE \_\_\_\_\_(Here insert time and date of bid opening)
25. HLL reserves the right to accept or reject any or all of the bids without assigning any reason whatsoever.
26. Any dispute arising out of the tender/bid document/ evaluation of bids/issue of purchase order shall be subject to the jurisdiction of the competent court at Thiruvananthapuram only.
27. Any bid received after the deadline will be rejected
28. No fax/email bids will be accepted

Thanking you,

Yours faithfully,

**P. Sivakumar  
SM (Hardware)**

## Annexure-1

### Technical Specification

1	<b>General Requirements</b>
	Messaging Server edition should run any flavour of Linux (RHEL/Suse/Ubuntu)
	The OEM should provide a thick desktop client, that should run on Mac, Linux and Windows.
	Solution should be based on open standards & should allow open APIs
	Should support advanced search and file indexing for large inboxes
	Should support all popular Browser (like IE/Firefox/Chrome/Safari etc)
	Ability to use custom logos in the web interface
	Should support e-mail, Address Book, Calendar, Task & File Server
	Should support real-time backup and restore of Mail Boxed
	Users should be able to restore a mail deleted from the Trash folder - Dumpster
	Should support clustering/High-Availability
	Ability to access the Mail server via IMAP clients, with the option to connect over SSL/TLS
	Ability to access the Mail server via POP clients, with the option to connect via SSL/TLS
	Comprehensive suite of standards-based web services APIs enabling seamless integration with other applications
	Ability to utilize Active Directory for user authentication and/or Global Address List
	Admin can configure an initial password in the migration wizard and import wizard for newly provisioned accounts
	The solution should have the capability to migrate from any existing legacy email platform to the suggested new one
	Should support multi-tenancy
	Should support e-mail Archiving & Discovery for a Power* of users.
	Should have rich, interactive, web-based interface for end user functions (access via HTTP or HTTPS)
	Ability to customize the colors and appearance of the web interface
	Option to check and correct spelling in a mail message, calendar appointment, or web Document
	Ability to share Address Books, Calendars, and Notebooks (Documents) with internal users and groups (read or write access)
	Ability to share Address Books, Calendars, and Notebooks (Documents) with external users via a custom password (read access)
	Ability to quickly categorize messages, contacts, and/or documents by attaching "Tags" with user-defined names and colors
	Option to quickly view attachments in HTML format
	Should support conversations span folders
	Ability to create personal folders and folder hierarchies
	Ability to print a message and see a print preview
	Ability to sort messages based on subject, date, or sender
	Ability to flag/unflag messages/conversations for follow up
	Ability to define filter rules and priorities for incoming messages
	Ability to enable/disable a custom away message
	Ability to add a custom signature to a message
	Admins can configure the maximum number of characters used in a signature
	Option to popup a separate window when composing a message

Ability to save in-progress messages to a Drafts folder
Ability for a user to set an automatic forwarding address and choose whether to leave a copy in the primary mailbox
Option to Reply or Reply-All while retaining the attachments from the original message
Right-clicking a message displays a menu of actions to take on that message (e.g. Mark Read, Reply, Delete)
Ability to export a set of messages as a ZIP file
Ability to toggle between Reply and Reply-All while composing a reply
Users can set their default preference for viewing messages in the reading pane
Users can set the default font family, font size and font color to use when composing email messages and Documents pages
Users can share their mailbox folders and set the permission levels to manage or to view-only.
Admin can define expiration policy for individual mailbox folders
Users will receive an email message warning of quota usage based on a threshold defined by administrator
User can send an email in the mail box as an attachment
Users can attach a URL to an email message
Users can double-click on a message in message view to expand the view pane to full view
Users can define multiple email signatures to use
Users can check multiple emails in the list view to mark as read/unread/tag, delete, or to move to a different folder
When sending a message, the priority is normal, but it can be set to high or low as well
Users can set notification of new mail
Multiple messages can be selected and forwarded in one email
The software should be able to allow you to configure storage volumes for older messages Out of the Box with no additional use of any third party application. To manage your email storage resources i.e. Messages and attachments are moved from a primary volume to the current secondary volume based on the age of the message. The messages are still accessible
Message De-duping: The System should not duplicate the message, thus it should provide single instance storage
Users can right click on a folder to see the number of messages and the total size of items in folder
Should have the flexibility to expand the mail box space without purchasing additional license.

<b>2</b>	<b>Address Book Features</b>
	Business card view of Contacts
	List view of Contacts with preview pane
	Ability to import/export Contacts in .csv format
	Ability to import/export contacts in vCard (.vcf) format
	Ability to print a single Contact or list of Contacts and see a print preview
	Right-clicking a Contact displays a menu of actions to take on the Contact (e.g. compose message, search for messages)

Ability to drag a Contact to a mini-calendar date to create an appointment with that Contact
Ability to create multiple Address Books in a single mailbox
Ability to move/copy contacts from one Address Book to another (based on access privileges)
Ability to create group contact lists in their user Address Books
Address book displays individual contact information in tabbed view
Photos and images can be uploaded to contacts in Address Books

<b>3</b>	<b>Calendar Features</b>
	Ability to schedule personal appointments
	Ability to schedule meetings and view attendees' free/busy information
	Ability to create recurring meetings and exceptions to recurring meetings
	Ability to book resources (locations, equipment, etc.) for a meeting
	Ability to configure a resource to auto-respond to scheduling requests based on availability
	Option to enable an alert popup for upcoming appointments
	Appointments/schedules are automatically displayed in the users current time zone
	Ability to set an explicit time zone for an appointment
	Ability to view calendars in Day, Week, Work Week, or Month views
	User setting for the first day of the week; value chosen impacts the Week calendar view
	Ability to create an appointment and/or drag an appointment's boundaries inline in calendar views
	Ability to quickly mark Accept/Tentative/Decline from calendar views
	Declined appointments display faded so that the user remains aware of their occurrence
	Ability to print calendars in day, week, work week, or month views and see a print preview
	Hovering over an appointment in calendar view displays additional appointment details
	Option to display a miniature calendar at all times
	Hovering over a date in the mini-cal displays calendar information for that date
	Right-clicking on the mini-cal displays a menu of actions to take on the associated date (e.g. add appointment, search for messages)
	Ability for a user to create multiple calendars within a single account
	Ability for a user to designate which calendars will be included in the user's free/busy calculations
	Ability to subscribe to an external calendar in iCalendar (.ics) format
	Ability to publish/export a calendar in iCalendar (.ics) format
	Ability for a user to view multiple calendars overlaid in the same view, which each calendar optionally represented by a different color
	When viewing multiple calendars, option to view that indicates the degree of conflict at each potential time slot
	Users can import calendar iCalendars (.ics)

	Appointments can be marked as private or public.
	Administrators can configure the Calendar feature to be able to create only personal appointments
	Users can search for appointments within their calendars
	Public calendars display in HTML read-only format

<b>4</b>	<b>Document Sharing Features</b>
	The mail server should support features for sharing documents with version control/access control out of the box with no additional software/application
	The users can upload documents in the repository which can be then shared with the other users within the organization & outside as well.
	The Document sharing module should also allow to view the uploaded document in a pre-view mode without downloading the attachment
	The Documents uploaded in the repository should be deduplicated to save the storage
	The Document sharing component should be accessible through the Native Desktop Client

<b>5</b>	<b>General Tasks</b>
	Add tasks and set the start and due date, set the priority and keep track of the progress and percentage complete
	Share task lists with internal and external users and set permission levels to manage or to view-only
	Users can sort tasks by Status or Due Date
	Users can set the priority of tasks to high, normal or low
	Individual tasks can be tagged
	Files can be attached to a tasks

<b>6</b>	<b>Search Features</b>
	Server-side indexing of mailbox content, enabling fast and efficient search from the web interface
	Ability for a search to include any number of conditions combined via Boolean-like expressions (AND, OR, NOT, etc.)
	Ability to use text commands to execute searches
	Advanced interface for building searches
	Ability to search for a specific item type (Mail, Contacts, Documents, etc.) or across item types
	Ability to search using a prefix plus a wildcard
	When using Search Builder, the search result set updates continuously as search conditions are changed
	Ability to save searches for subsequent one-click re-execution
	Ability to search for items that contain specific keywords
	Ability to search for items with a specific date or within a specific date range
	Ability to search for items that contain an attachment
	Ability to search for items that contain an attachment of a certain type(s)
	Ability to search for items that have a specific flagged/unflagged status
	Ability to search for items that are in a specific folder

	Ability to search for items based on storage size
	Ability to search for items based on read/unread status
	Ability to search for items with specific recipients in the To/Cc fields
	Ability to search for items from a specific sender
	Ability to search for items based on subject
	Ability to search for items that include a specific Tag(s)
	Ability to search for items that were sent to or received from a specific domain
	Ability to search for Contacts in a Shared Address Book
	Ability to search for content inside attachments

<b>7</b>	<b>Domain-Level Management Features</b>
	Ability to create and manage multiple mail domains within a single instance of Messaging Solution
	Ability to use different Global Address Lists for each domain
	Ability to use different authentication stores for each domain
	Ability to delegated domain-level administrators to manage users and other settings specific to a domain
	Ability to create domain-specific custom branding of the web interface
	Ability to enable a domain admin to update account quotas up to a maximum set value
	Ability to search across mailboxes from the administration console

<b>8</b>	<b>Storage Features</b>
	Messages (including attachments) sent to multiple users are stored once to optimize storage space
	View of mailboxes sortable by quota, total mailbox size, or % quota consumed
	Ability to define retention policies for all messages, trashed messages, and/or junk messages
	Ability to move a mailbox(es) from one server to another without requiring system downtime or affecting other mailboxes
	Ability to run a regularly scheduled process that moves older messages to a secondary storage volume

<b>9</b>	<b>System Health &amp; Security Features</b>
	Should have native anti-virus & anti-spam mechanism
	Administrator interface setting to specify spam quarantine and kill thresholds
	Administrator interface setting to define the update frequency for virus signatures
	Ability to enforce client authentication to the SMTP server before relaying mail (with option to require authentication over TLS)
	Graphical display of system activity including disk usage, message volume, and AS/AV results
	Ability to monitor the status of all core system servers/services in a single view
	Ability to block attachments based on criteria such as attachment type or size
	Ability to enforce that attachments be viewed as HTML, enabling risk-free attachment viewing without requiring attachment-native applications on the viewer's machine
	Install and manage certificates from the administration console



<b>10</b>	<b>Compatibility &amp; Interoperability Features</b>
	MAPI-based synchronization of mail, contacts, and calendar data between Outlook and the proposed solution server for power users
	Online/offline status is automatically detected, enabling the user to work without having to specify their connection status
	Synchronization operations are cached and synchronized as an asynchronous process, enabling optimal Offline performance

<b>11</b>	<b>Mobile Access Features</b>
	The Mobile synchronization will be extended to Power* users
	iPhone Email, Contact, Calendar sync through ActiveSync/SyncML
	Windows Mobile and other smartphone Email complete Push mail over the air
	BlackBerry Email, Contact, Calendar sync
	Address book lookup
	Complete synchronisation of sent items/subscribed folders synchronization
	The Mobile synchronization should not happen on POP/IMAP

<b>12</b>	<b>Desktop Client Features</b>
	The OEM should provide a Native Desktop Client for the messaging application
	The Desktop client should be installable on all the OS Platforms namely Windows, Linux & MAC
	The Desktop Client & the web client should be able to sync features like filters/folders/recent contacts for type ahead addresses etc
	Type ahead addresses
	Easily compose, edit, delete, reply, or make drafts
	Drag and Drop messages into new folders or the Trash
	Supports plain text and html message formatting
	Add email signatures for each account and automatically reply with the correct "from" address
	Compose email even when not online-messages to be sent are saved in the "Outbox" and are sent when connected again
	Supports any POP or IMAP email plus Yahoo! Mail, Gmail, Hotmail etc.
	Collapse email threads into a single Conversation View to simplify your inbox

<b>13</b>	<b>Tag messages Features</b>
	Quickly search your mailbox for pictures, documents or text-even with attachments
	Use advanced search to easily search by folder, date, person, subject or attachment
	Store all your contacts in one place for all your accounts
	Create groups and tags to organize them
	Add photos to contacts
	Auto complete email addresses when composing email
	Easily import new contacts from other applications as .csv files or export contacts as .csv files for backup
	Manage multiple color-coded calendars
	View calendars in Day, Week, Work Week, Month or List view
	Drag and drop' events to new days or to change times
	Edit Documents including add images, tables and spreadsheets;



	Save attachments in Briefcase rather than as message attachments
	Email, contacts, calendar, documents, tasks synchronize to the Mail Server
	Access to shared data from peers (email, contacts, calendars, etc.)

<b>14</b>	<b>Directory Service Features</b>
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	Offered solution should be based on open standards
	Should provide support for X.500 naming standards and should support Kerberos 5 for logon and authentication.
	The directory service should support features for health monitoring and verifying replication.
	The directory service shall provide support for modifiable and extensible schema.
	Should support multi-master directory service replication features, Directory Server should be scalable and should have multi-master & multi-site capabilities.
	Search capability to query all directory objects.
	Search capability to query network resources by attributes.
	Should support recovery of a Single Object as well as the entire directory.
	Loss of a single directory server should not affect ability for users to logon.

<b>15</b>	<b>Backup/Recovery Features</b>
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	The solution should have an integrated online backup/restore mechanism for mail boxes.
	If the solution does not have an integrated tool the Bidder has to quote for the backup software with necessary agents for the mail server/s
	The solution should have an integrated backup/restore mechanism
	The solution should be flexible and configurable to adapt to Organization's backup policy.
	An automated scheduling of the back up should happen. The Backup can be configured as Incremental, Selective or disk volumes.
	The solution should ensure the data of the mail messaging solution can be backed up into multiple copies.
	Dumpster -- The Solution should offer a feature where a users could also restore a deleted mail by himself within a set of specified days

<b>16</b>	<b>E-Mail Archival &amp; Discovery Features for Power Users</b>
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	The Solution should have email Archival & Discovery for storing mails for legal compliance
	All mails should be journaled for legal & compliance
	The Solution should allow creating an archive mail box for each individual user separately for faster search
	Administrator should be able to search mails within archival server
	Configurable Per account archival
	The archival server must be configured for Indexing services for faster search and retrieval of mails
	The admin account should have the privilege of searching specific accounts/ group of accounts / entire archival storage for specific content

Price Schedule								Annexure – 2
Sl.NO	Description of item / work	Unit	Quantity	Basic Price (Rs)	Taxes/ Duties (Rs)	Other incidental costs if any (Rs)	Total Price for each unit (Rs)	Amount (Rs)
1	2	3	4	5	6	7	8= 5+6+7	9= 4 * 8