

Bidder 1

S.No	Volume No. (I/ II/ III / IV/ V)	Section No.	Section Name	Sub Section (Name & No.)	Statement as per tender document	Query by bidder	BHEL Response
1	1	1.3.1	BHEL requirements	G	g) The existing email domains will run concurrently with the new email domain for a period of 6 – 8 months after which the existing domains will be discontinued.	Does this existing mail systems has any co-existence/mailflow with the proposed solution or just a stand alone? If so please provide the details	Existing mail system and proposed new email system will work concurrently for a period of 6 -8 months
2		1.3.1	BHEL requirements	L	i) Regular backup of emails shall be taken. Proper compliance archiving / journaling shall be implemented.	Journaling/Archiving what exactly is needed here	Refer RFP Clause 8.10 for Compliance Archiving and Clause 9.24 for Archiving and Journaling
3		1.3.1	Bhels requirements	E	e) Better enforcement of email policy or security policy across the company.	The policy can be applied to only mailboxes and not the company wide domain or endpoint computers	No change
4		1	Bhels requirements	1.3.1	h) Advanced features like calendar sharing, tasks assignment, shared folder, contact synchronization with mobile, etc., to be incorporated.	Shared folder - what is the size of the shared folders that you are looking like per user basis etc	Per user disk quota will include shared folder also.
5	3		Technical and Functional	1.3	1.3. BHEL.IN domain is managed by BHEL. For publishing BHEL Email services to internet and securing the same w.r.t messaging services, any DNS record publishing / PTR entry required to be done at the bidder's end shall be the bidder's responsibility with advance information to the Owner.	Since the BHEL.IN domain is owned and operated by BHEL, the required public domain record and the changes will by done by BHEL only	DNS entry will be done by BHEL, but vendor has responsibility for takeup with ISP for mail server PTR entries.
6				1.7	1.7. The bidder shall migrate User Mailboxes (including folders and address book) from existing Messaging Platforms & servers to the proposed Messaging System for all the existing mail users (about 27000 in number, details as per Annexure-B). The total mail data to be migrated for these users will be about 25 TB. These mail users are spread across multiple domains. During migration of User Mailboxes the bidder shall ensure minimum impact and disruption to the user. There should not be any data loss	The corrupted/encrypted items/rules/deleted items could be a challenge and can be migrated on best effort basis only	No change
7				2	Roll-Out Schedule & Roadmap:	BHEL to provide the user list in required Excel format	Existing AD/LDAP/passwd file list shall be provided to vendor. Vendor has to convert it to required format.
8		7	SLA	7	Maximum Application Response Time should not be more than 120 ms. In case it is felt that the application response time is not proper, the same will be reported to Help Desk / FMS Team of Service Provider and a Fault Ticket shall be raised. The health monitoring of the application should be done through a tool which should also measure the response time of the application at the DC. The real-time view of the monitoring tool (dashboard) should be accessible to the designated BHEL officials.	This depends on the client ends internet connectivity also.	The infrastructure at these locations is of industry grade and sufficient bandwidth will be made available for performance testing.
					The Emails should be retrieved from archival data within 24 hours of request from designated BHEL officials. If the request is not met within 24 hrs, a Fault Ticket shall be booked and penalty will be levied on the Service Provider	The archival mailbox will be made available with the existing inbox if availed for Archival service hence the archival will be done by user itself. If there is any retrieval from backup, the retrieval from backup is possible only for the mentioned backup duration	No change

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9		7	SLA	7	for any delay beyond the stipulated 4hrs time as per the penalty clause.		
10		8	Technical and Functional Requirements:		8.1.1.4 All the components of the solution like mail servers, gateway servers, storage, security systems / devices like Antivirus & Anti-Spam, Backup & Archiving systems, etc., should be capable to cater to 30000 users and should be scalable to 36000 users in terms of load, performance and response. This should be verifiable from the brochures, datasheets, performance benchmarks, etc., of these components.	is this requirement 30000 mailboxes are existing mailboxes that will be migrated? And mailbox size mentioned in the rfp is existing mailbox size details it	The first order may vary between 24000 to 30000. In 5 years time, the number may go up to 36000 mail boxes.
11					8.1.1.7 All the services in the mail messaging solution should have a single source of authentication and authorization. Also, many applications of BHEL will be using the messaging solution for sending emails / alerts. A list of such applications is attached as Annexure-B. The configuration / changes required in the mail messaging solution for enabling these applications to use the mail messaging solution for sending emails / alerts shall be done by the bidder.	Does this mean Single source of authentication including login to the computers and opening mailboxes (outlook etc). Since the messaging will be provided as a service, there will be additional login user name and password for accessing Messaging solution. Single sign-on cannot be provided since the end computers are not joined to Hosted Messaging domain. and Bidder will not have control of end computers. <b>Application mail statistics needed</b>	Single-sign-on for login to computer and opening mailbox is not required. The mail messaging solution which is provided by vendor shall have single source of authentication and authorization. Also, application should be able to send email/alerts through messaging solution. Required configuration in BHEL's application for new mail service shall be done by BHEL.
12		8	Feature List Matrix for proposed User Category	8.3	IMAP/ POP/SMTP	POP/IMAP are old technologies to access mails. Currently considering modern technology, same access can be provided by RPC Over HTTP or Outlook anywhere. This is the preferred method for accessing mails from hosted messaging infrastructure	No change
13		8	Backup and restoration solution	8.5.5	The backup tapes / disks / media, etc., should be preserved in safe vault at a separate location.	in case of Disk based backup, the same cannot be removed and kept in safe location	No change
14				8.5.10	The successful bidder shall handover to BHEL a copy of monthly backup of the full email data at the end of each quarter as per mutually agreed dates.	In case of disk based backup how to handover the TB of data to BHEL	No change
15				8.5.11	The successful bidder shall carry out recovery tests of backed up data / tapes at least once in every quarter along with BHEL officials and submit the report of the same to BHEL.	Do you need to restore all backed up data or only some part of it on test server? Restoration of all backedup data on production/test server will consume extra space. Restoration will be done at Database level. There would be several 100s of databases. This would look cumbersome to restore several 100s of database every quarter	
16		8.7	Security	8.7.1	The proposed mail messaging solution should be fully secure from unauthorized access, virus attacks, phishing attacks, spam, denial of service attacks, etc. The successful bidder shall provision, set-up, install, configure, commission necessary Firewall, IPS, Secure gateway, Anti-Virus, Anti-Spam, SSL VPN, etc, systems for foolproof security of the Mail Messaging Application. There should be no single point of failure of the security devices	SSL VPN - Please mention the need of SSL vpn here. The mailbox access is provided either through Web/RPC over Https/Outlook anywhere	SSL is required when the users are accessing mails through the web, whether within the network or outside the network.
					8.8.1 The successful bidder shall implement directory services and infrastructure for user authentication.	The directory service implemented in hosted datacenter will be used for internal Messaging purpose and does not serve authentication for endpoints	No change

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17		8.8	Directory services		<p>8.8.2 The directory services should support LDAP v3 directory access protocol for fast queries and directory updates.</p> <p>8.8.3 The directory services should support X.500 naming standards.</p> <p>8.8.4 The user database in the directory shall be synchronized periodically with the BHEL's existing SAP HR user database which is hosted at BHEL Trichy Unit. Bidder shall propose mechanism to achieve this synchronization.</p>	<p>like laptops and computers. Clients will authenticate to mailbox after logging into their local computer domain.</p> <p>8.8.4 The user database in the directory shall be synchronized periodically with the BHEL's existing SAP HR user database which is hosted at BHEL Trichy Unit. Bidder shall propose mechanism to achieve this synchronization. - <b>The Synchronization to SAP HR directory has to be configured by BHEL</b></p>	
18		8.1.0	Compliance Archiving:	8.1.0	<p>The proposed solution should provide a robust and secure archiving mechanism wherein a copy of each and every incoming &amp; outgoing mails into and from "bhel.in" domain is maintained from the Go-Live date of mail-boxes at each milestone as mentioned in roll-out plan till the date of contract expiry for the purpose of compliance and audit. The solution should provide the functionality of search of the archived mails based on email id, domain name, subject, attachment type, content type, etc. Whenever requested by BHEL, the successful bidder should be in a position to allow access to the mail data for the purpose of e-discovery and downloading by the designated BHEL team and its auditors. Instant search at any time for last 6 months should be available. Access to archived mails should be controlled and all access activities should be logged.</p>	<p>Please mention whether the requirement if for Journaling or Archiving. As per the point 7 in SLA</p> <p>"The Emails should be retrieved from archival data within 24 hours of request from designated BHEL officials. If the request is not met within 24 hrs, a Fault Ticket shall be booked and penalty will be levied on the Service Provider for any delay beyond the stipulated 4hrs time as per the penalty clause"</p> <p>In the above SLA clause it is mentioning about Retrieval of user emails for archival data.</p> <p>Please explain do you need both Compliance archival for each and every mailbox data or just the Journaling compliance of entire domain.</p>	Journaling
19		8.13.8			<p>Archiving &amp; backup solution are required only for super-premium and premium users when the solution is operating from DR site.</p>	<p>Do you need Backup solution in DR also? If the archiving/compliance not needed for normal users, same data would not be available for audit purpose in case of DR failover</p>	Yes
20		8.13.12			<p>The vendor shall conduct DR drills at regular intervals in consultation with BHEL team as per BHEL's ISMS policy.</p>	<p>What is the BHEL'S ISMS Policy</p>	Shall be shared with successful bidder.
21		8.14.3.			<p>The successful bidder shall maintain logs of all mails (incoming, outgoing, internal) containing date, time, sender, recipients, subject, status of successful/failure send status etc. for entire contract period.</p>	<p>The logs of mailflow can be provided till the last hop of messaging gateway. The successful delivery report depends on the nature of mail and the existence of external recipient however, all internal mailflow details between internal users can be provided. However if all the outgoing mail delivery report needed, this has to go through third party SMarthost relay provider where the incoming and outgoing mails relay happens. This would had additional heavy cost</p>	
22			Organizational Change	9.11	<p>The solution should provide tools for large scale organizational change. That is, movement of group(s) of users with more than 10 users in each group, either within the organizational hierarchy, or between physical sites.</p>	<p>More information needed</p>	
23		9.17		9.17.2	<p>The SMTP Gateway shall provide relay facility for mails &amp; alerts generated by BHEL business applications &amp; servers. The IP address of such servers will be provided at the time of implementation.</p>	<p>Need statistics of the mail alerts used by application</p>	Detailed statistics will be provided to successful bidder.

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24				9.23.16	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 law enforcement or the accountability board.	This will be part of Backup process. What additional restore capabilities needed?	These functionalities are required on Messaging product.
25		9.24			9.24.1.The Mail Messaging solution should provide archiving & journaling capabilities for compliance and audit purposes. 9.24.2.The administrator should be able to search mails across multiple mailboxes in an organization. 9.24.3.The system should support archiving to an SMTP address. 9.24.4.The system should provide journal reports. 9.24.5.The system should allow Journaling of all mails. The Mail Messaging system should provide the capability to journal – internal emails, external emails or all emails. 9.24.6.The Mail Messaging system should provide ability to parse through message body for some restricted contents / texts and take actions like drop the message, redirect the message and send bounce messages. 9.24.7.Should provide for putting a legal hold on a user so that they cannot edit / delete any of their past emails. 9.24.8.Should provide an easy to use web based email search user interface which can be used to search emails using key words, date time stamp, single or multiple users.	IS all features needed? For 5 years? Journaling Archiving Legal Hold	All the features like Journaling, Archiving and Legal Hold are required for 5 years.
26		9.26			9.26.1.The Messaging solution should be able to enforce email retention settings on users so that emails can be retained / archived / deleted as per the policies.	What is the policy required here	The policy will be shared with the successful bidder at the time of implementation.
27		8	Technical and Functional Requirements:		8.14.13. Both "perpetual" & "subscription" based Mail Messaging licenses are acceptable, provided these are in BHEL's name.	We propose to host the licenses on microsoft azure cloud in DC where BHEL will have the propostion to take the VM and hardware as per requirement. Thus DC will be on subcription base while DR will be perpetaul in nature.	No change
28		8	Technical and Functional Requirements:		8.14.14. The bidder shall submit an undertaking from OEM of the mail messaging software that in case of pre-mature termination of the contract, the OEM shall continue to provide the mail messaging software licenses to BHEL for running the mail messaging solution. In such a situation, BHEL will make payment, if any, towards the licenses to the OEM.	Will BHEL sign the triparty agreement where on termination the bidder can be changed with new partner. BHEL will have to find the new partner on its own. Ownership will be transferred to BHEL post confirmation of all due payment to Dimension Data.	Triparty Agreement will be as per contract requirement
29		21	Amounts payable on Termination		If the Owner terminates the Contract due to any of the reasons given in clause 19.1, 19.2 & 19.3 above, then, charges payable upto the termination date will be paid. Further, in such an event, if BHEL retains the ownership of the hardware and software installed at DR and functioning properly with full performance, BHEL will pay to the bidder an amount equal to 80% of the net depreciated book value of the hardware and software installed at DR centre.	Does it mean after on termination bidder will be paid 80% on the DR costng.	There is no mentionof 80% in the clause, refer clause 21.1 and 21.2

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30		9	Contract Validity Period		9.2 After the expiry of five year period, the contract (in full or part) may be extended for One Year on same terms & conditions. The annual contract value for extended period shall not exceed 50% of annual payment to the bidder made during the five-year contract period.	payment of the extension of one year has to be equal to the annual payment for the five year.	No change
31		2	Payment Schedule		2.2. The quarterly payments for first lot of mailboxes, which have been made live & data migrated, will start on completion of Milestone M3. For next lot of mailboxes, it will start on completion of Milestone M4. For the remaining mailboxes, the quarterly payments will start on completion of Milestone M5, i.e., final sign off. 2.3. For subsequent orders, after the first order, the payment will become due after creation and making live of 100% mailboxes in those orders.	We request to please delink the product payment from migration and services. OEM will not be ready for split payment in both subscription and perpetual licenses. We request the following payment terms: 1) if 30% of the licenses cost can be paid on delivery of licenses. 2) remaining 20% on 30% on the mail box migration. 3) 30% on 70% of the mail box migration.	No change
32		2	Roll-Out Schedule & Roadmap:		Milestones	there are diffrenet mileston mentioned in RFP where roll-out need to be done. Can bidder buy the licenses post M1 and as per milestone. Thus for first milestone only desired number of licenses will be purchased from OEM whose roll out need tobe done.	
33		8.3			Concurrency-25% to 30%	Concurrency should be-100 % for solution design to avoid future scaling issues	No change
34							
35		9.10.3.			Users should be able to digitally sign and/or encrypt emails.	It is desired to be supportd or required as for external mails it require public certificate based solution	No change - Digital signature may be required for internal mails also
36							
37		9.24.7			Should provide for putting a legal hold on a user so that they cannot edit / delete any of their past emails.	As users are not having access to journaling mailbox so legal hold is not required on individual mailboxes.It is suggested to Please remove this clause	Legal hold is separate feature. It is a requirement.
38							
39		9.9			Collaboration	In this RFP BHEL has asked only for Calendar Collaboration. With Digital Transformation being an emphasis of today's forward looking organizations like BHEL, it is strongly suggested that you should leverage this RFP to include some of the other collaboration and productivity tools as detailed below. As BHEL is opting for an Enterprise Mail Messaging Solution and not a Conumer Mail Solution, these features and functionalities are essential for employees to be more efficient and Organizations can achieve lower TCO with a natively Integrated solution than releasing individual RFPs for each of the capabilities.	No change
40						1. From the email client user should be able to see the presence of other persons(busy,free,away etc)	
41						2.User should be able to click on person name & can start text chat session with that person	
42						3.User should be able to do one to one Audio & video call with other person	
43						4User should be able to involve other person also in multiparty text chat discussion	
44						5.Users should be able to do file transfer from the text chat client to other person	
45						6.Text chat client should also be avilable on Mobile clients	
46						7.Users should be able to tag other users for presence change alerts	

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47						8.For heavy attachments, to save on BW &Mailbox size requirements users should be able to share their files from the personal storage portal	
48						9.Users should be able to provide View or Edit rights to the other users for their shared files	
49						10.Users should be able to work together on the shared files	
50						11.Users should be able to create team sites & do team collaboration	
51						12.Users should be able to work on document libraraiers with check in check out functionalities	
52						13.Document libraries should also support Version control capabilities	
53						14.Users should be able to do topic based discussions on various organization related projects on this platform	
54						15.For easy interoperability the Email,communication & collaboration solution should be from the same OEM	
55		8.5			Backup & Restoration Solution-The bidder shall provide a robust and reliable backup & restoration mechanism based on industry best practice for the purpose of backing up of the live email data of all the mail boxes	Normally intent of having backup is to achive high uptime & avoid data loss.Solution Provider can use other ways also to achive 99.9% SLA eg. keeping online multiple copies of the data.So having dedicated Backup requirements should be removed	Vendors may design any additional backup method, the recommendation stated are BHEL's minimum requirement.
56		8.13			Disaster Recovery Solution-The DR site will be hosted within BHEL at Haridwar Unit. Floorspace for 3 racks, Power, AC & UTP network connectivity will be made available by BHEL at DR site.	It is suggested to remove dedicated DR solution placement at Haridwar. As the bidder has to own the SLAs, it should be left to the Bidder to decide on the DR location.	No change. Requirement of DR at BHEL Haridwar is a considered decision.
57		8.9			Data Migration:The successful bidder shall migrate mail data from about 27000 existing user accounts on servers spread across multiple existing mail domains to the new mail messaging system. The entire activity shall be meticulously planned and implemented so as to ensure no loss of data and with minimum downtime of email services without any intervention of end user. The successful bidder shall deploy adequate skilled resources during the transition period.	Data migration requirement will be very time consuming,high on BW Requirement & will have data loss scenarios.It is suggested that BHEL should ask their users to download their email data as outlook pst & connect with fresh mailbox in the new solution	No change. The mail data on servers requires to be migrated
58		3			OEM-Certification-The proposed Mail Messaging Product must have a published declared Road Map upto at least 31st March 2019	It is suggested to change to "The proposed Mail Messaging Product must have a published declared support Road Map upto at least 31st March 2019".	No Change
59		2			The Mail Messaging Product Vendor should have a registered office and support center in India.	Suggested Change " The company should have an Operating profit for the last 5 years, and should have a registered office and direct support in India. "	No Change
60		8.6.4			For 30000 users, BHEL will provide two numbers of 48 Mbps MPLS links (one primary & other for redundancy) at the DC. One MPLS link of 32Mbps will be made available at DR at Haridwar.	As internet connectivity is available in abundance ,it is suggested for BHEL to change the entire connectivity over internet instead of mix of MPLS & Internet	No change. Requirement of connectivity over MPLS & Internet is well considered.

Bidder 2								
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1	Vol 3	3	Helpdesk & Facilities Management Services	3.1	The successful bidder shall implement a dedicated centralized Helpdesk at its own premises for BHEL for post implementation support and service delivery	Dedicated centralized helpdesk shall be set up but not at its own premises.	Budgeting purpose	The dedicated centralized helpdesk shall be at vendor's or its partner's place. (Not at BHEL premises)
2	Vol 3	8	Technical and Functional Requirements:	8.1.1.7	All the services in the mail messaging solution should have a single source of authentication and authorization. Also, many applications of BHEL will be using the messaging solution for sending emails / alerts. A list of such applications is attached as Annexure-B. The configuration / changes required in the mail messaging solution for enabling these applications to use the mail messaging solution for sending emails / alerts shall be done by the bidder.	Mail messeaging solution cahnges shall be done by bidder however changes pertaining application shall scope of BHEL - Please confirm this query	Bdgeting purpose	Any changes or configuration required to be done in applications will be in BHEL's scope.
3	Vol 3	8	Others	8.14.4.	The successful bidder shall arrange for all thefor the trouble free / hassle free operations of the mail messaging services to BHEL users	Need more clarity		The clause is self explanatory.
4	Vol 3	8	Trainings	8.12.3	Certified Business Continuity Professional (CBCP) from DRII (Disaster Recovery Institute international) or DRII authorized partner to 4-6 persons as per their standard program schedule. For trainings 8.12.1 & 8.12.2, infrastructure would be provided by BHEL. BHEL will decide the place of training. The bidder shall ensure that training is imparted in a professional manner by Qualified Personnel and Course Materials would have to be provided for the same. The bidder shall also provide online training material on how to use features of the mail	Can bidder provide certifications from any other agency or is it required only from DRII ?		No change.
5				8.14.3	The successful bidder shall maintain logs of all mails (incoming, outgoing, internal) containing date, time, sender, recipients, subject, status of successful/failure send status etc. for entire contract period			No change.
6	Vol 3	8	Storage Requirement	8.4.3	The storage requirement for journaling shall be in addition to the above and the bidder shall provision the same on SATA or Near-line SAS disks as per actual requirements.	It is not clearly mentioned that mail transition is yearly including incoming and outgoing. Also it is not mentioned about retention period for mail archival.		All incoming & outgoing mails passing through the mail gateway (journaling) to be retained for the entire contract period. No separate archiving is required.
7			Annexure B Concurency		Note: Expected approximate growth per year: 1 % growth in daily (Incoming+Outgoing) mails per year10% to 15% 2 % growth in daily total size of mails10%-15%	Incoming/ Out coming mail growth - Increase in number of mails is not clearly mentioned in the RFP - Mentioned growth of 10-15% is daily or yearly?		10-15% yearly.
8			Annexure B Concurency		Note: Expected approximate growth per year: 1 % growth in daily (Incoming+Outgoing) mails per year10% to 15% 2 % growth in daily total size of mails10%-15%	Mail size growth – Increase in size of mails is not clearly mention in the RFP - Mentioned growth of 10-15% is daily or yearly? Pg 125 of 165		10-15% growth in number of mails is expected year-on-year basis.
9	Vol 5	13	Sub- Contracting		Other than DC facility & L1 support, the bidder shall not subcontract / sublet the services to any third party for the entire contract period. The core mail messaging solution, servers & storage shall be maintained and managed by the bidder himself	Server & Storage @ DC are in a shared environment & for that matter DC vendor will only be responsible for the maintenance of DC infra, Please clarify		Management of mail application shall be done by the bidder itself whereas the infra can be managed by the DC vendor.
10			Annexure D Pre-Qualification Criteria	Bidder / System Integrator / Implementation Partner	Agreement signed by authorized signatories of bidder and its data center partner	Please provide clarity to know rational behind the question.		This is to ensure that bidder and its data centre partner have an agreement in place which will help in ensuring uninterrupted services to BHEL.

### Bidder 3

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1	II	16	Pre-Qualification Criteria	16.2 Bidder / System Integrator / Implementation Partner (5. Data Center Facility)	The bidder or its data center partner must have at least 2 tier-III or above compliant datacenters in India in 2 different seismic zones. Address of data centers with certificate by an independent certifying / accrediting agency. The certificate should be valid as on date of submission of the bids.	As per the RFP it is required to provide the DR services in BHEL Haridwar and DC services in bidder proposed premises. Please clarify is it necessary to have 2 data center of the bidder as the requirement is of only 1 DC to host the primary setup. In addition to this is it necessary to provide the Tier III compliant from independent certifying / accrediting agency or bidder can provide the self certification from authorized person for the DC as per the TIER III/TIA 942 guidelines and specifications for TIER III compliance.		DR at Haridwar is required. The bidder must have 2 tier-III datacenters certified by an independent certifying third party agency. No change in this clause is acceptable.
2	II	16	Pre-Qualification Criteria	16.2 Bidder / System Integrator / Implementation Partner (8. Trained Manpower)	The bidder must have at least following resources on its current pay-roll in India: Two (2) solution experts of the proposed Mail Messaging product. One (1) trained consultant in business continuity and disaster recovery solution design. Two (2) CISSP/CISM certified professionals. Two (2) PMP certified professionals. Two (2) ITIL V3 certified professionals.	As we do not have the Two (2) CISSP/CISM certified professionals./Two (2) PMP certified professionals can we provide the same personnel's if we are awarded the contract.		Not acceptable.
3	V		Annexure K Datacentre Checklist	4	Data Centre facility should be carrier-neutral. Should have connectivity from BSNL, Reliance, Airtel & Tata Communications Ltd-Essential	Currently we have the BSNL, reliance, Sify and Tata connectivity in our DC. However Airtel connectivity is there in the Premises of the building where DC is located. We will make the arrangement for the airtel connectivity if awarded the contract. please clarify if the same is acceptable to BHEL.		Acceptable provided connectivity should be available before the start of contract.
4	III	8	Technical and Functional Requirements:	8.14 Others 8.14.12	The Mail Messaging licenses shall be in BHEL's name.	please confirm if it will be acceptable if we provide the licenses on Microsoft SPLA agreement billable on monthly model. Microsoft reporting will be made in the name of BHEL. After the expiry of contract, BHEL can continue on the billing model paying directly to Microsoft.	Please refer 8.14.14. The bidder shall submit an undertaking from OEM of the mail messaging software that in case of pre-mature termination of the contract, the OEM shall continue to provide the mail messaging software licenses to BHEL for running the mail messaging solution. In such a situation, BHEL will make payment, if any, towards the licenses to the OEM.	No, SPLA licensing does not fit in tender requirement of perpetual or subscription licensing. Subscription licensing is for entire contract period not on monthly basis. Payment shall be done on quarterly basis. Also, licenses should be valid for DR site (incase of requirement)
5	III	8	Technical and Functional Requirements:	8.14 Others 8.14.13	Both "perpetual" & "subscription" based Mail Messaging licenses are acceptable, provided these are in BHEL's name.	please confirm if it will be acceptable if we provide the licenses on Microsoft SPLA agreement billable on monthly model. Microsoft reporting will be made in the name of BHEL. After the expiry of contract, BHEL can continue on the billing model paying directly to Microsoft.	Please refer 8.14.14. The bidder shall submit an undertaking from OEM of the mail messaging software that in case of pre-mature termination of the contract, the OEM shall continue to provide the mail messaging software licenses to BHEL for running the mail messaging solution. In such a situation, BHEL will make payment, if any, towards the licenses to the OEM.	No, SPLA licensing does not fit in tender requirement of perpetual or subscription licensing. Subscription licensing is for entire contract period not on monthly basis. Payment shall be done on quarterly basis. Also, licenses should be valid for DR site (incase of requirement)