

KOLHAPUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.



INFORMATION TECHNOLOGY DEPARTMENT

HEAD OFFICE: Kolhapur District Central Co-op. Bank Ltd.,

1092, E Ward, Shahupuri, Kolhapur.

Pin – 416001

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**Selection of EAI & IDN Complied  
Enterprise Email Software and IDN  
Complied Mail Security &MX Gateway  
Software Provider**

REF NO. : IT/Tender/2019-20/004  
RELEASE DATE: 07/01/2020

PARTICULARS	DEADLINE
Last date of submission of the Technical and Commercial bid	29/01/2020 up to 5 PM
Date of opening of the Technical bid	30/01/2020
Bank email id for RFP related communication	<a href="mailto:kolhapur.dccb.cbs@gmail.com">kolhapur.dccb.cbs@gmail.com</a>

**Disclaimer**

The information contained in this RFP document or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



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## 1. Introduction

**Kolhapur District Central Co-operative Bank Ltd.,** (KDCCB) Kolhapur is a District Co-operative bank in Western region of Maharashtra. The bank is having 191 branches and Head Office have computerized entire operation using Core Banking Solution. KDCC Bank (herein after called 'the Bank') is inviting proposals from provider for EAI & IDN Complied Enterprise Email Software and IDN Complied Mail Security &MX Gateway software to the bank.

This tender is meant for the exclusive purpose of bidding as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

## 2. Detailed Scope of Work

Description of Deliverables: To sustain the future growth of coverage area of the Kolhapur District Central Co-operative Bank Ltd. operation across the nation and to provide the Email services to its employees, **Kolhapur District Central Co-operative Bank Ltd.** invites providers to offer EAI & IDN Complied Enterprise Email Software and IDN Complied Mail Security &MX Gateway software for **1500 number** of user which will be **implemented in phase wise manner** along with its updates upgrades and remote support for the period of **Five years** which will be deployed on premises in the **Kolhapur District Central Co- operative Bank Ltd.** as per the technical/ functional specification given in the RFP which includes inter alia the following:

On-premises Email Solution			
Sr. No.	Particulars (Mandatory Features)	Bidder's Compliance (YES/NO)	Bidder Remarks, if any
<b>IDN Complied Email Software</b>			
1	The Solution Should have User and Admin mobile app of its own which can be used for email services by users and users management by admins.		
2	The Solution should be EAI (email address internationalization) ready and must support IDN Bharat domains for sending and receiving emails from email address using IDN domains like		
3	The solution should support industry standard protocols: IPv4, IPv6, IMAP, IMAPS, POP3, POP3S, SMTP, SMTPS, HTTP, HTTPS ,SSLv3.0,TLS 1.0, 1.1, 1.2, UNICODE and SNMP (log management).		
4	The solution should support be completely IDN ready and must allow to create (in any language whose IDN is available i.e. Marathi ( ) or Hindi ( ) from day one. Both email address should be usable in one single login email interface English and any language user id.		
5	The solution should support the deployment of messaging sub-Systems / components on multiple physical/virtual servers (Intel architecture) each performing a specific role.		
6	The solution should support integration with leading third-party storage Sub systems (both SAN and NAS).		
7	The solution should be scalable i.e. both Horizontally and Vertically and should also support H architecture.		
8	The solution should also provide its own backup/ restore mechanism OR alternatively should support leading third-party Backup solutions from VERITAS/IBM/EMC/HP etc.		



9	The solution should support integration with own/third-part AV, Anti-Spam, Anti-Phishing solution.		
10	The solution should support multi-tenant architecture i.e. hosting multiple domains as per requirement.		
11	The solution should support native as well as LDAP v3 authentication (MS-Active Directory)		
12	The solution should support programmatic mailbox creation & Contacts management (both from .Net and JAVA applications).		
13	The solution should include a user-friendly HTTP and HTTPS based WebEmail client capable of performing all standard Email functions including Address book Import & Export, Signatures, Automatic replies, Read-receipts etc. The web mail client should be supported on leading desktop/ laptop browsers (IE, Chrome, Firefox, Safari on MAC)including smart phone and tablet (Android, IOS, Windows ).SSL certificate shall be provided by bank.		
14	The Web Email Client login interface should be customizable (for branding on login page).		
15	The solution should support third-party mail client software (both IMAP/ IMAPSandPOP3/POP3S based) like MS-Windows Mail, MS-Outlook, iOS Mail ,Thunderbird etc.		
16	The solution should include a user-friendly HTTPS based web interface for Mail Admin & Support team for performing centralized admin and support functions based on the assigned role. The web interface should be supported on leading desktop/ laptop browsers (IE,Chrome,Firefox,Safari on MAC) including smartphone and tablet (Android,IOS,Windows). SSLcertificate shall be provided by Bank		
17	The solution should allow admin to define the mail box quota on per-user basis and should also allow to set the expiry date of a user mailbox.		
18	The solution should not have any limitation on no. of mailbox/user creation i.e.no user/ mail box based licensing.		
19	The solution should provide standard reports (CSV/XLS/XLSX,PDF and HTML formats) on mail usage including server health, top mail users, mailbox Statistics etc.		
20	The Solution in its web based login should have in built capability of PGP Encryption (Pretty Good Privacy) to send and receive Encrypted emails.		
21	The Solution in its web based login should have capability to give access of your account, authorize your subordinates or your agents to receive your emails. They can reply on those mails on your behalf without sharing login credentials of your account.		
22	The Solution in its web based login should have Snooze capability to allow an user to temporarily disappear email for a user defined time from inbox and make it appear as a fresh email in the inbox on defined date & time.		
23	The Solution should have Homograph attack prevention and Downgrading - Backward capability: Help to deliver all your emails to non EAI ready email		
24	The solution should offer Devise Specific Access Control feature so that users who are not allowed to access their accounts on different devises due to security reasons and be controlled.		



25	The solution should offer Dual Step Authentication SMS Based or XCODE: By enabling Dual Authentication we can keep unauthorized users away from our account & hackers cannot login in to our account. X code allows us to login without SMS/ mobile		
26	The solution should offer Country Specific Access Control so that admin can implement policy that users of organization, can access their account in different geographic locations or not.		
27	The solution must provide SOAP API – which will be required in case of any integration with ERP or website		
28	Universal Acceptance Compliance: UNIVERSAL ACCEPTANCE OF TLDs COMPLIANCE (Universal Acceptance (UA) is the state where all valid domain names and email addresses are accepted, validated, stored, processed and displayed correctly and consistently by all Internet-enabled applications, devices and systems.): To the extent the Services and/or Deliverables include development or provision of software and/or devices that support network or Internet connectivity of any kind, Contractor warrants and represents that all such Services and Deliverables will be fully compliant with the following provision: In whatever manner a Service/Deliverable handles a domain name, the Service/Deliverable shall do so consistently for all standards compliant names in all top-level domains listed in IANA's Root Zone Database (accessible via <a href="https://www.iana.org/domains/root/db">https://www.iana.org/domains/root/db</a> ) at the time of delivery and guarantees consistency for three years.		
<b>IDN Complied Mail Security &amp; MX Gateway Solution from Same OSD</b>			
29	The Solution should be EAI (email address internationalization) ready and must support IDN .bharat ( ) domains for sending and receiving emails from email address using IDN domains.		
30	The solution should block SPAM (both inbound and outbound) emails.		
31	The solution should be configurable on any TCP port defined by the administrator		
32	The solution should have antivirus engine which detects viruses, worms and trojans, including Microsoft Office macro viruses, mobile malware, and other threats. Built-in support for various archive formats, including Zip, RAR, Tar, Gzip, Bzip2, ELF executables, Portable Executable, popular document formats including MS Office, HTML, RTF and PDF files. It should also allow additional file extension blocking facility as per requirements.		
33	Safe hold place for spam mails, manageable by users and administrator. It should provide Quarantine and Blocking facility.		
34	The solution should have a secure Web based login for remote Administration.		
35	The solution must have powerful logging to enable administrators and support persons to track each and every email.		
36	The solution should be able to perform loop detection and drop the Connection if loop is detected.		



37	Scalable Solution: The solution should be scalable users just by adding new nodes.		
38	Transport Layer Security is a security measure to safeguard emails while flowing between servers. TLS encrypts emails while in transit. This way it is impossible for a sniffer to see contents of email. If an external email server supports TLS, solution must always send the email using TLS. Only if that fails, the email should be sent as unencrypted.		
39	The solution should offer routing/ firewalling capabilities and should be able to redirect the deliveries of the email on the basis of From ID or To ID, Sender Domain, Recipient Domain etc.		
40	The solution should be capable of validating the Reverse DNS, MX, SPF, A record of the inbound mail domain.		
41	The solution should also have some Challenge-Response mechanism for False positive handling		
42	The solution should check senders IP address against blacklisted IPs in real-time		
43	The solution should allow the administrator to White list/ Blacklist any IP, domain or Email Address.		
44	The solution should allow to create exceptions for specific users/ groups.		
45	The solution should support message size restrictions for each configured domain.		
46	The proposed solution must support verification of user i.e. user existence on the email server before accepting any mail.		
47	The solution should support SSL (SSL certificate shall be provided by Client).		
48	The solution should support SMTP-AUTH as defined in RFC2554.		
49	The solution should support authenticated SMTP service and does not allow emails to be sent as 'From internal domain' without the successful authentication.		
50	The solution should validate the From/To addresses of outgoing emails to make sure that they are valid email addresses.		
51	If any internal user sends a new SPAM and significant number of complaints is received against the Email, the user email address should be blocked from sending out emails. Incoming emails for the user is still functional and accessible. The solution should support this capability.		
52	If a user's password is hacked/ compromised and SPAM is sent through the account, Outgoing Email privilege of the user should be automatically blocked and alert should be sent to Administrator.		
53	The solution should have Email Digest capability i.e. a web based interface should be provided for searching the blocked Emails (both Inbound and Outbound).		



54	<p><b>IPv6 SPECIFICATION COMPLIANCE:</b> To the extent the Services and/or Deliverables include development or provision of software and/or devices that support network or Internet connectivity of any kind, Contractor warrants and represents that all such Services and Deliverables will be fully compliant with the Internet Engineering Task Force (IETF) Internet Protocol, Version 6 Specification, sometimes referred to as the IPv6 Specification; and, in addition, will be fully backward-compatible with the Internet Engineering Task Force (IETF) Internet Protocol, Version 4 Specification, sometimes referred to as the IPv4 Specification, including without limitation having the capabilities: (a) to create or receive, process, and send or forward (as appropriate) IPv6 packets in mixed IPv4/IPv6 environments, and (b) to interoperate with other IPv6 compliant software, devices and websites on networks supporting only IPv4, only IPv6, and both IPv4 and IPv6. The expectation is that any networked application or service developed for “US” would operate irrespective of whether such services were accessed using IPv4 or IPv6.</p>		
55	<p><b>DNSSEC COMPLIANCE:</b> To the extent the Services and/or Deliverables include development, provision, and/or use of the domain names, Contractor warrants and represents that all such Services and Deliverables will be fully compliant with the following provisions: a) The Service/Deliverable is consistent with the definitions contained in the following list of RFCs and applicable errata, as the RFCs apply to the Service/Deliverable. The titles given here are representative, not the full name to improve readability of the list. b) For Services/Deliverables making use of data obtained via DNS responses, DNSSEC validation must be active, use the IANA DNS Root Key Signing Key set (available at <a href="https://www.iana.org/dnssec/files">https://www.iana.org/dnssec/files</a>) as a trust anchor, and support the updating of the Key Signing Key via RFC 5011 (and any revisions) c) Services/Deliverables publishing zone data must DNSSEC-sign the zone data and describe the signing procedure in a document as described in RFC 6841, A Framework for DNSSEC Policies and DNSSEC Practice Statements.</p>		

**Note:**

- 1 All the supplied Software should be Interoperable, IPv6 ready and in compliance with the policies/ guidelines issued by GOI in this regard. Also, the bidder is to quote/ propose only one make/ model against the respective item.
- 2 Universal Acceptance Compliance of Supplied Product: - All Supplied Software Should be UA complied which means all valid domain names and email address are accepted, validated, stored, processed and displayed correctly and consistently by systems. To the extent the Services and/ or Deliverables include development or provision of software and/ or devices that support network or internet connectivity of any kind, Supplier warrants and represents that all such Services and Deliverables will be fully compliant with the following provision: In whatever manner a Service/Deliverable handles a domain name, the Service/Deliverable shall do so consistently for all standards complaint names in all top-level domains listed in IANS’s Root Zone Database (accessible via <https://www.iana.org/domains/root/db>) at the time of delivery and guarantees consistency for the three years.
- 3 All Required Hardware as per sizing recommended by successful bidder along with Data Center Environment, Bandwidth, SSL, SMS Gateway, Domain etc. whatever is required for installation of supplied software will be provided by bank to the successful bidder for installation in banks premises/datacenter. Presently bank is looking for installation only its Data Center without High availability and DR. In near future when bank wants high availability and installation in DR also then additional order can be places during the term of the contract to successful bidder on same rates presently offered for single location.





### 3. Evaluation Procedure

Post eligibility and technical evaluation, commercial bid will be opened by the bank and declare the lowest-1 bid. However, bank having rights to negotiate with any bidder to finalize the solution provider with lowest cost. Bank is not bound to accept the lowest bid only. Bank may reject the RFP process any time without any reason to bidders. Bank's decision is final. A situation may arise where, if after evaluation of Bids, bank may end-up with one responsive Bid only. In such situation, the bid process shall be considered valid even if there is one responsive Bid, provided that: -

- a. The Bid is technically qualified;
- b. The price quoted by the bidder is assessed to be reasonable;
- c. The Bid is unconditional and complete in all respects;
- d. The bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document

### 4. Submission of Bid

- i. Bidders are required to submit the Eligibility Bid cum Technical Bid and Commercial bid in physical form as per the submission timeline. The Language of Bid should be in English.
- ii. The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection.
- iii. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.
- iv. The Eligibility cum Technical Bid will be submitted in separate envelope marked as "Technical Bid for EAI & IDN Complied Enterprise Email Software and IDN Complied Mail Security &MX Gateway software" and commercial bid will be put in a separate envelope marked as "Commercial Bid for EAI & IDN Complied Enterprise Email Software and IDN Complied Mail Security &MX Gateway software". Both the bid put together in an outer envelope marked as "RFP response for EAI & IDN Complied Enterprise Email Software and IDN Complied Mail Security &MX Gateway software".
- v. In addition to the above marking, each envelope must be super-scribed with the following information:
- vi. R F P Reference Number.
- vii. Name and Address of Bidder.
- viii. All the inner and outer envelopes shall be addressed to the Bank at the address given below:

**The Chief Executive Officer**  
**Kolhapur District Central Co-operative Bank Ltd. Head**  
**Office: 1092, E Ward, Shahupuri, Kolhapur.**  
**Pin- 416001**  
**0231-2531641 to 2531650**

- ix. Bid Security - Earnest Money Deposit  
The bidder shall furnish as part of its bid, bid security of INR 10,00,000/- (Rupees Ten Lac only) in the form of DD/Fixed Deposit.
- x. Cost of Tender - Rs. 10,000/- + Rs. 1,800/- (GST) = Rs. 11,800/- (Eleven Thousand Eight Hundred Only) in form of Demand Draft in favor "**KOLHAPUR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.**" payable at **KOLHAPUR – Non Refundable**. Bidder should submit the DD with the eligibility cum technical bid. If any tender response found without any tender document cost then the bid will be rejected by the bank.
- xi. If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily.
- xii. Telex, Cable, Facsimile or E-mail Bids will not be accepted.



## 5. Eligibility Criteria

Sl. No.	Eligibility Criteria	Supporting Documents
1	Agency should be a legal entity registered in India, since last 3 (Three) years under Indian Companies Act 1956 or partnership act 1932.	Certificate of Incorporation/ Partnership deed and other Documentary evidences to be attached
2	The Agency should have minimum average Annual Turnover of INR 50 lacs in the last three financial years (2016-17,17-18,18-19)	Statutory Auditor Certificate or Certificate from the Company Secretary/Chartered Accountant of the Agency clearly specifying the Annual Turnover for the specified years.
3	The Agency should not have been blacklisted by any of the Ministry/ Department of Government of India/ State Governments and also neither convicted nor is any criminal case pending against it before any court of competent jurisdiction	Self-declaration by competent authority of the bidder
4	The Agency should have valid GSTIN (Copy of GSTIN) -	Copy of GSTN certificate to be submitted
5	Should have minimum 3+ years of experience of providing Email software which should be EAI & IDN Complied Enterprise Email Software and IDN Complied Mail Security &MX Gateway software successfully completed 2 projects out of which 1 project must be equal or higher than the Qty mention in this bid. (Copy of order)	PO copy/Credential letter/Contract agreement to provide.
6	Mandatory Undertaking of compliance of all features as mentioned above in scope of Work.	Undertaking on Bidders Letter Head.
7	Mandatory Undertaking that supplied software is commercial software and not open source and made in India.	Undertaking on Bidders Letter Head.



## 6. BOM (Bill of Material)

Sr.No.	Description	Qty.	MAF required (Y/N)
1.	Installation of On Premises IDN Complied Email Software and IDN Complied Mail Security &MX Gateway Software	1 Nos.	NA
2.	Supply of On Premises IDN Complied Email Software for 1500 users	1 Nos.	Yes
3.	Supply of IDN Complied Mail Security &MX Gateway Software for 1500 users	1 Nos.	Yes
4.	OEM ATS of IDN Complied) Email Solution & Mail Security &MX Gateway Software for 6 Years	1 Nos.	Yes
5.	Offsite remote support for period of 6 Years from the date of commissioning	1 Nos.	NA

Note: Items are to be supplied with OEM ATS including upgrades, updates, and patches for a period of Three years from date of installation/ commissioning.

## 7. Commercial Bid format

\*The L1 bidder shall be evaluated on the base of the Composite rate of both the above items.

Terms:

1. The quoted price is valid for next 180 days.
2. Extra taxes are at actuals
3. Bidders are requested to quote the commercial with taxes to evaluate the total cost of ownership of the bank. If any changes in taxes during the project tenure the same will be borne by the bank.

## 8. Payment Terms and Schedule

- 1) Payment schedule - Payments to the successful bidder shall be made on target milestones (including specified project deliverables) as mentioned below: -
  - i. License cost :
    - A. 30% after delivery of Software
    - B. 50% after installation and go-live
    - C. 20% after one month from the date of go-live
  - ii. Installation cost:
    - a. 100% after successful installation, providing training to staff and go-live.
  - iii. ATS for Email solution and security component:
    - a. Yearly ATS value will be paid half yearly basis.
  - iv. Off-site remote services:
    - a. Yearly value will be released post quarterly basis.
- 2) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- 3) Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.



## **Annexure-1 Covering Letter for Eligibility cum Technical Bid and Commercial Bid**

To,  
The Chief Executive Officer  
Kolhapur District Central Co-operative Bank  
Ltd. Head Office: 1092, E Ward, Shahupuri.  
Kolhapur, Pin – 416001

Having examined the RFP (RFP No.: IT/Tender/2019-20/004 dated 07/01/2020) including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled time lines.

If our bid is accepted, we will provide the guarantee of a Bank in a sum equivalent to 5% of the contract price for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by this bid for the period of 180 days from the date fixed for Technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the bank is not bound to accept the lowest or any bid the bank may receive.

Place:

Dated:     day of 2020.

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(Signature) (In the Capacity of)  
Duly authorized to sign bid for and on behalf of