	BID CLARIFICATION	
	Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution	
	IFB No: CUS/LOG/S/08/EES	

Date & Time   : 10.30 am on 09th October 2023

Location   : Sri Lanka Customs, No. 40, Main Street, Colombo 11.

At the outset of the meeting, representatives of the bidders were briefed on the procurement process, terms and conditions of the bidding document and scope of this project. Some bidders raised queries at the pre-bid meeting and some bidders raised queries via email.

No.	Question	Response
1	Can a bidder bid for only one component?	No, a bidder is required to provide all the components of the project.
2	Can a bidder hire third-party experts just for the project implementation?	You may hire additional experts, but the requested number of experts should be on the payroll. This should be clearly mentioned in 4.5.2, the Staff Deployment Plan.
3	What is the existing email solution?	Zimbra Open Source Edition. Version :8.8.15_GA_4508.FOSS
4	Do you consider cloud email solutions?	No, cloud email solutions will not be accepted.
5	What is the current average email traffic?	An average of 10000 - 15000 emails per day.
6	What is the maximum email attachment size allowed in the current solution?	25 MB

7	What is the requirement of clustering email server?	Clustering an email server involves creating a redundant and high-availability configuration to ensure that the email system remains operational even in the face of hardware failures or other disruptions. Clustering often involves replicating data between cluster nodes. This ensures that emails and user data are synchronized across all servers in the cluster. Clustering often involves load balancing, where incoming requests or emails are distributed evenly across multiple server nodes. This ensures efficient resource utilization and prevents overload on a single server.
8	Why are you looking for on-premise SEG solution rather than cloud solution?	Our requirement is an on-premise SEG. We have explained this in 6.3 Solution Design.
9	Can the proposed Secure Email Gateway provide cloud management solutions?	Better if it is available. But without any additional costs. Only the meta data is allowed.
10	How many VMs need to be migrated to the new infrastructure?	Approximately 150 VMs.
11	In 6.4.1.2.23, is it okay for 1GbE Ethernet ports not to be integrated?	Yes, we only require 2 x 1GbE Ethernet ports somehow.
12	In 6.4.1.2.26, is it okay for all the USB ports to be 3.0?	Yes, but they should have backward compatibility.
13	What if the email desktop/mobile clients require additional licenses?	It is your responsibility to provide a cost-effective solution that meets our requirements. Sri Lanka Customs will not pay any additional licenses costs beyond the quoted amount.
14	How many workflow collaboration users are needed?	The same number as the email accounts required, which is 1000 users.
15	In 6.4.1.5.1, is it required to be an Active-Active stretch cluster from day one?	No, it should have the capability to be implemented in the future.
16	Should be retrain the defective HDD/SSD free of charge, if any replacement defective HDD/SSD will not return to the vendor for The Critical Data protection purpose. Is this mandatory?	Yes, as a government organization handling sensitive information, safeguarding our data is of utmost importance.

17	Is it mandatory to supply the requested VMware Licenses with 24x7 direct VMware support and not through respective hardware vendors?	Yes, it will provide advantages such as direct VMware support, license continuity and management, hardware independency, scalability.
18	6.4.2.2.2 - Requesting to change this clause to "The solution proposed should have the capability to run on a wide range of OS platforms on the server side and on the client side. Please provide a list of OS supported."	We have also asked for multiple OS platforms (such as Windows, Linux and similar) support to provide bidders the opportunity to submit more competitive solutions. We are also looking at a solution which would scale over the next 5 years and such as our enterprise architecture evolves we are looking at all new purchases to be able to adapt to that evolving architecture.
19	6.4.2.2.3 - Requesting to change this clause to "The solution proposed should have the capability of running on a wide range of hardware platforms and Virtualization platforms."	We are also looking at a solution which would scale over the next 5 years and such as our enterprise architecture evolves we are looking at all new purchases to be able to adapt to that evolving architecture.
20	6.4.2.2.12 - Requesting to change this clause to "Should be capable of scheduling message delivery by date and time both by user."	We want differed mail delivery by both user and administrator.
21	Clustering is required to provide High availability of services. Will you accept If High availability is provided by other means (ex: running multiple instance parallelly behind Load balancers, HA provided by underlined Hypervisor, Multi-master LDAP) instead of having a separate clustering solution?	We have listed our requirements for clustering. Should support high availability clustering like active-passive, active-active. Please provide details on the clustering in the solution you propose. Explain merits and justify the same. Also indicate if additional resources and hardware is needed. Also indicate how would you guarantee uptimes. Cost of any additional hardware or software with maintenance support should be included the quoted price.
22	6.4.2.8.1 - Requesting to change this clause to "The Messaging Solution should support PKI services for encryption of emails"	We have explained our requirements. Please provide your solution details and how you support this feature.

23	6.4.2.8.3, 6.4.2.8.4, 6.4.2.8.5 Are you ok if these features are managed by an external application ?	We have explained our requirements. Please provide your solution details and how you support this feature.
24	6.4.2.10.1 - Requesting to change this clause to "Service monitoring agents should monitor essential services and resources and report their status on the management console. Solution should also monitor the messaging queues for stuck/jammed queues."	We have explained our requirements. Please provide your solution details and how you support this feature.
25	6.4.2.10.4 - Requesting to change this clause to "In a distributed server setup, monitoring solution should provide the facility to remotely monitor the services running on the servers from a single point/console."	We have explained our requirements. Please provide your solution details and how you support this feature.
26	Workflow and Collaboration - We feel like this entire sub segment is irrelevant to this email solution. Please clarify on this.	We are asking for a Collaboration Solution which would have Email as a functionality. All Collaboration Solutions do provide Workflow and Collaboration capability. It is generic functionality which can be met and provided for.
27	Should support for minimum mailbox size of 100 GB per user. Please explain the requirement.	Mailbox sizes should not be limited to licenses. SL Customs should be able to create mailboxes with difference sizes according to the hardware availability. SL Customs should be able to create mailboxes at least up to 100 GB.
28	User must have facility to change email scoring by himself and should not depend on administrator to make these email score changes. Please explain the requirement.	If the per-user Quarantine enabled by the administrator, then user should get user portal to view the Quarantine emails & user can release those emails. Further user should able to change the spam scores of his own. This should be applicable to only particular user but not others.
29	Migration from Zimbra can be supplied, but nowhere is specified what kind of data will be migrated, if also passwords, block lists etc. should be brought over. What kind of data we need to migrate here?	We need a server to server migration only. Currently we are using Zimbra Open Source Edition. We need to move email boxes with the total storage of 4TB. Also

		users and passwords should be moved or created as it is.
30	Multiple message store databases of unlimited size. Please elaborate the requirement here	We have asked for the solution to support message store. The message store size allocated to the user should be practically unlimited. Individual message stores per user also guarantees scalability and reliability. Please indicate your approach around message stores and what sizes you would support.
31	Inactive employees who will need their mailbox accessed. Please elaborate this requirement.	What we want is a capability which will allow us to access the mailboxes of the users who have left / retired from the organization. These inactive mailboxes should be accessible without incurring any licensing cost.
32	Solution should support de-duping to store older attachment objects that haven't been accessed within a specified number of days. Please mention the exact requirement of this.	We have requested for De Deduplication with Storage Tiering as we believe it will help in significant cost reduction from a storage standpoint.
33	There are no bookmarks, journal or user dictionaries handled by the email client, therefore this data cannot roam. Please elaborate the requirement.	Please indicate how you would provide Roaming Capability so that the client can all his data with him. Please indicate what components will be available to him when he moves from One Desktop to another from a Mail Client perspective.
34	Mail client doesn't handle archiving, email can be archived either on the server or with an external solution. Does this fulfills the requirement?	All Email Solution provide for Local or Server Based archiving for their respective message stores. We also asking for the Solution to support Archival policies in that regard. This feature is over and above the External Mail Archival solution. This feature will also allow us to move older mail to low cost storage to save cost.
35	There's no journal on the proposed solution. What is the requirement of having a journal?	All Email Solutions support Mail Journaling. We are asking for Mail Journaling.

36	Self-healing capabilities - Please mentioned the requirement here.	Features like Cluster Symmetry so that Clusters remain in sync. Automatic Detection and Repair of Message Stores / Views out of sync. Automatic Detection and Mechanism for Message Store Repair. Messaging Server Automated Restart etc.
37	Smart cards authentication – Please explain the use case of this.	This is an additional feature.
38	Kindly confirm if you expect the operating systems related to this solution to be with original license.	Yes, bidder should provide required licenses for the solution.
39	Is it mandatory to Enterprise Backup Solution should be listed as a Leader in the Gartner or Forrester Wave in 2022 or 2023?	This is not a mandatory requirement. Bidders may propose other than listed in Gartner or Forrester Wave
40	Is it mandatory to proposed backup solution must provide a fully integrated backup solution (Backup Appliance and Backup Software) from a single OEM for better supportability, performance and to avoid multi-vendor approach which results into daily management and operational challenge?	Yes, the solution requirement is clearly mentioned in 6.3 Solution Design. A Fully Integrated Backup Solution, as opposed to a multi-vendor approach with separate hardware and backup software components, offers several advantages such as simplicity, compatibility, efficiency, support, scalability, cost saving, security, centralized management, simplified procurement, vendor accountability. There are solutions that can meet this requirement.
41	Is it required to have minimum 75TB usable capacity and should be scalable up to 400TB+ usable capacity?	We have outlined storage specification based on our requirement. We need minimum 75TB usable capacity. Considering future data growth, proposed appliance should be capable of supporting hard disk expandable up to at least 300TB usable capacity without adding any additional appliances.
42	Is it required to have minimum 12 core CPU processor with compatible Intel Chipset, minimum 128 GB RAM, minimum 4	We have outlined our hardware requirements based on our minimum specifications. Should anyone be able

	x 1 Gigabit Ethernet ports, minimum 4 x 10/25 GbE/ SFP+, minimum 4 x 16GB FC?	to provide additional hardware specifications, it would be deemed advantageous.
43	Is it required to obtain the PCA3 certificate as per ITB clause 4.8 (page 10) of Section I - Instructions to the Bidders as IFB No. CUS/LOG/S/08/EES is not listed in the eROC system?	Not required.
44	According to the tender document financial proposals should only be the original. - Do we need to submit a copy as well?	Only original of the price bid is required.
45	"Written confirmation of authorization to commit the Bidder" – Please clarify what are the required documents for this?	Specified in Section II – Bid Data Sheet - ITB 24.2
46	3.8. Key Personnel and Details – In the tender document it is mentioned as full-time and part-time. Please clarify.	Requested number of technical staff should be available throughout the implementation period and also in the maintenance support period. But can contribute in part time as requirement arises. Should be clearly mentioned in 4.5.2. Staff Deployment Plan.
47	What is number of concurrent email users?	The proposed solution must be with 1000 mailbox licenses and should support up to 3000 mailboxes.
48	What is the average mailbox size/quota?	Mailbox sizes should not be limited to licenses. SL Customs should be able to create mailboxes with difference sizes according to the hardware availability. SL Customs should be able to create mailboxes at least up to 100 GB.
49	What is the average incoming/outgoing email per user/day	In existing server, it is 100 – 150 emails per user/day. But the proposed solution should be able to handle unlimited number of emails with no restrictions.
50	What is the number of Postspam/Prespam Incoming Messages per user/day?	This is a varying number and we are not expecting any restriction in the proposed solution.

51	What is the average message size?	In existing email server, average email size is around 75-100 KB however there should be no restriction on the email size either incoming or outgoing in the proposed solution.
52	What is the percentage of messages with attachments?	Approximately 20%
53	What is the average attachment size?	This varies quite largely however we will restrict a maximum attachment size of 50MB per email.
54	What percentage of users will be using Zimbra Desktop vs. Webmail (regular browser client) vs POP vs IMAP vs Mobile vs Outlook? (For example 40% Webmail, 30% IMAP, 0% POP, 50% Mobile, 10% Outlook. Does not need to add up to 100%, as users can access ZCS via different clients)	Zimbra is the existing platform and we are looking for a new solution and have not specified this to be Zimbra. Also we would require all users to have a desktop thick client, mobile client and also to be able to access the email from web.
55	Will you be using the optional Zimbra Archiving and Discovery module? If so, for how many of your users?	Zimbra is the existing platform and we are looking for a new solution and have not specified this to be Zimbra. Please propose your solution to meet the requirement specifications.
56	What is the maximum retention period for retrieving a deleted email?	We might require a longer retention period for specific deleted emails. The solution should not restrict the timeline for how long deleted emails can be stored.
57	What is the retention period for archived emails?	We might require a longer retention period for specific archived emails. The solution should not restrict the timeline for how long archived emails can be stored.