

**Microsoft Exchange Server 2016 Solution for Bank of Khyber**

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*Request for Proposal*

**29<sup>th</sup> November 2016**

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## **1 Executive Summary**

Bank of Khyber (BANK OF KHYBER) is one the leading public sector bank in Khyber Pakhtunkhwa Province.

BANK OF KHYBER is about to significantly change the email services. BANK OF KHYBER wants to shift to a robust messaging service to enable better productivity of users at the bank. In addition, inseparable to the email service is functionality of global address list, anti spam, antivirus and advance zero-day threat protection for the messaging environment.

Moreover, the Supplier must guarantee the functionality and the full collaboration with all the connected services already in-use and planned system for collaboration (for instance Skype for Business and Microsoft SharePoint) and all business applications that uses mail services. In addition, BANK OF KHYBER expects Supplier to be responsible for the correctness of licensing model and solution availability, including DR/BC features, and to be compliant, currently and in the future, to all the regulatory laws, industry standards for security and compliance as well as to the BANK OF KHYBER security policies.

Based on supplier responses, BANK OF KHYBER reserves the right to:

- request more information
- stop the initiative
- continue the initiative with a different approach

This document provides you with the information required to understand BANK OF KHYBER's objectives.

## 2 Objective and scope

### 2.1 Background

BANK OF KHYBER has launched a project which goal is to enhance the email services to its users and to optimize the cost of operations by deploying a highly available Microsoft Exchange Server 2016 Turnkey Solution. While the initial phase and scope of this RFP is to provision only Exchange Sever 2016, however, BANK OF KHYBER intends to extend the services further to add more advanced collaboration capabilities in future e.g. Skype for Business, One Drive for Business, and SharePoint – these services, however, are not part of the scope of this RFP.

The scope of this RFP includes migration of users and their mailboxes from current email services that the bank is using to a fully functional and highly available Exchange Server 2016 environment.

### 2.2 Current AS-IS Environment

BANK OF KHYBER is currently operating Email Services from a third-party service provider. Below are the details of the current environment:

<b>Number of Users</b>	<b>Current DB Size</b>	<b>Mailbox location (Server or local)</b>
1500	7 TB	Cyber net Karachi

### **2.3 Service description**

The required Exchange Server solution should be based on following users:

<b>Type of Service</b>	<b>Number of Users/Servers</b>
<b>Exchange Server Enterprise Edition 2016</b>	4 (Servers)
<b>Exchange Online Protection (EOP)</b>	1500
<b>Exchange Online Advanced Threat Protection (ATP)</b>	1500
<b>Standard CAL</b>	1500
<b>Enterprise CAL</b>	1500

Mailbox Size Required:

Type of Service	Mailbox Size
Exchange Server 2016	2GB per user

**Technical Requirements:**

- Planning, Architecture and Design of a Highly Available Exchange Server 2016 Environment (provide design document)
- Provide and configure hardware for the Exchange Environment based on above requirements
- Conduct Network Assessment for the new Exchange Environment and configure required Network, Proxy and Firewall for the new messaging environment
- Setup Exchange Server 2016 environment in high availability mode
- Setup and Configure Exchange In-Place Archiving
- Configure and Test Back-up and Disaster Recovery for the Exchange Environment
- Configure Exchange Online Protection (EOP) for Anti spam, Antivirus and Advanced Threat Protection (ATP) service for the Hybrid Environment
- Configure and Test Email Routing/Mail flow for the new Exchange Environment
- Migrate all users from existing email services to the new Exchange Environment
- Configure Outlook Profile for Users and provide assistance to BANK OF KHYBER helpdesk team for end-user rollout and adoption
- Configure Outlook Anywhere, Outlook Web App, and ActiveSync for mobile access

**Notes:**

1. Bidder must be carrying Microsoft Silver/Gold Competency in Messaging & must submit a letter from Microsoft to prove the same
2. For each reference name of customer, project detail and point of contact in customer organization is required (2 and above references will give maximum marks)
3. MS Exchange implementation in minimum 3 Banks.
4. Financial Proposal should be split into following:

Vendor Capability	Cost (PKR)
1. Microsoft Exchange Licensing Cost for full solution	
2. *** Hardware Cost for full solution. Branded Servers 12 Core Qty. 4	
3. Implementation and Services	
4. Administrator Training for Exchange Server 2016(5 days training)	
5. Maintenance and Support Agreement after implementation and warrantee period for 1 year	
6. MS Windows Server 2016 Std. Edition License Per Unit	

\*\*\* **Server Qty. 4**

- Processors 2 x Intel® Xeon® E5-2600 v4 (2.0 GHz/6-core and cache 20 MB or Higher)
- RAM 128 GB
- Minimum total available DIMM slots on server 24 (for future expandability)
- Disk (4X 1.8TB) Minimum 10K SAS Hot Plug Hard Drives
- Server should support minimum 26 SFF drives (for future expandability)
- RAID Level 5,10 hardware RAID Support
- Slim SATA DVD RW Optical Kit
- Integrated Quad Port Gigabit Ethernet Adapter
- Rack Mount with Mounting RAILS
- 2 x hot plug redundant power supplies (700 W or higher)
- OS Supported Windows 2016, Latest Linux
- 3 years comprehensive warranty including parts replacement

## **TERMS & CONDITIONS**

1. The Bank of Khyber invites bids from authorized dealers for the Installation/Deployment of the software.
2. The bidder should provide for each quoted item manufacture's authorization certificate.
3. All bids must be accompanied by a call deposit of two percent (2%) of total bid amount in favor of the Bank and must be delivered to the HEAD I.T DIVISION, THE BANK of KHYBER **on 16-12-2016 at 10am and the opening timings is 3:00pm on same day afternoon at BOK I.T Division.**
4. Call deposit must be attached with financial proposal in sealed envelopes.
5. **All Bids must be submitted and will be opened on same day dated 16-12-2016 Friday at 10am and the opening timings will be 3:00pm at BOK Head I.T Division.**
6. **If any bids submitted late on the date of opening after opening times will not be entertained.**
7. The Tender Bids must be in sealed envelopes. Proponents applying for bids should submit two separate sealed bids/envelopes, one for Technical Proposal and one for Financial Proposal.
8. The Technical Proposal should contain all the bid items (Specification of bid) without quoting the price and must list the support plan (After Sale Service Plan) during warranty period.
9. **If the Technical Specification does not meet BOK requirement, then financial proposal shall not be opened.**
10. The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
11. As authority competent to accept the tender, the Purchaser reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
12. Delivery of all items must be made within **(4 – 6)** weeks of issuance of purchase order.
13. Suppliers / vendors quoting for more than one lot must quote separately in Sealed Envelope for each Lot mentioned in this document. Each lot will be separately evaluated for the purchase.
14. All prices quoted must include all Taxes applicable, such as GST, Income Tax, etc.
15. **In case of failure to supply the item. The work order should be awarded to second lowest.**
16. Failure to supply items within **(4 - 6)** weeks' time period will invoke. In addition to that, 2% Call Deposit (CDR) amount will be forfeited.
17. Company seal/stamp must be fixed on Technical specification and financial proposal.
18. Bidders must submit at least one bid that matches or is better than the advertised specifications and are free to quote more options each clearly marked as option 1, option 2 in separate envelopes. All options will be evaluated and BOK reserves the right to select the best option based on Technology and cost.
19. **No negotiations and revised bids will be allowed.**
20. **Any pressure applied on the Bidding Committee via any external or political resources will result in automatic disqualification by the Bank of Khyber.**

**Address:-**

***Head Branch Banking Operations Division, Head office***

**The Bank of Khyber**

4<sup>th</sup> Floor,

State Life Building, Peshawar.

Phone: 091-5279690, 5274399





**Tender**

The Bank Of Khyber invites sealed quotations from authorized dealers for purchase & deployment of Microsoft Exchange Server Solution 2016.


- 1) **Microsoft Exchange Server Solution.**

**Further details / Specifications, TORs and quantity of the above equipment can be seen at on website**

**<http://www.bok.com.pk/downloads/>**

**Bids in all respects along with 2% earnest money should reach the following address on 16-12-2016 at 10:00 AM and the opening timings will be 3:00 PM on same day afternoon at BOK I.T Division Head Office.**

**The Bank of Khyber  
4<sup>th</sup> Floor,  
State Life Building, Peshawar.  
Phone: 091-5279690, 5274399.**



**The Bank of Khyber**

**CORRIGENDUM**

**Tender Notice For Bids Opening Dates**

Reference to the Advertisement titled Tender for Purchase of Microsoft Exchange Server Solution published in newspapers i.e., Dawn NEWS and Daily Mashriq and on websites i.e. (www.bok.com.pk) dated 01-12-2016. The dead line for opening of bids has been amended as follows:-

<b>S.#</b>	<b>Name of Work</b>	<b>Opening/Submission of Bids</b>
1	<b>Microsoft Exchange Server Solution.</b>	16-12-2016 Submission at 10:00PM Opening at 3:00PM

Further details TORs of the above work can be seen at on website <http://www.bok.com.pk/downloads/>

**The Bank of Khyber**  
4th Floor,  
State Life Building, Peshawar.  
Phone: 091-5279690, 5274399.