

Specification for the Email and Collaboration Platform

Item	Minimum Specification Required	Bidder's Response Yes /No	Remarks
1. E-mail			
1.1.	Email platform should commonly have 30GB storage size per user.		
1.2.	Basic email functionality including but not limited to send, receive, and formatting		
1.3.	E-mail attachments up to 25 MB		
1.4.	Ability to create user-defined personal folders		
1.5.	Automatically move to receive emails to any folder based on defined rules		
1.6.	Autocomplete email address when typing sender name, when composing an email retrieved from the address book		
1.7.	Email account could be integrated with other email client programs via IMAP/POP		
1.8.	Search emails by subject, sender/recipient, date, attachment		
1.9.	Vacation/ Out of Office auto-reply to be set by the user		
1.10.	Smart Compose - quickly draft an email by suggesting word and phrase		
1.11.	Undo Send- We can cancel the sending of an email within a certain amount of time.		
1.12.	Working ability with three languages (English, Sinhala and Tamil)		
1.13.	Snooze emails for later review		
1.14.	Ability to view and easy access to Calendar, Tasks and Notes		
1.15.	Send emails and attachments confidentially protect sensitive data as following methods <ul style="list-style-type: none"> - Set an expiration date - Prevent forwarding, downloading, copying and pasting 		
2. Calendar			
2.1	Ability to schedule events in the calendar seamlessly from any device		
2.2	Share calendars and view availability of other participants to schedule meetings		
2.3	Attach documents/ images and files to invitations		

2.4	Reminders about events scheduled in the calendar by email Notifications & by pop-up notifications		
2.5	Delegating the calendar to other users such as secretaries		
2.6	Schedule recurring events: weekly, bi-weekly, monthly, bi-monthly, or quarterly		
2.7	Facility to allocate meeting rooms, conference rooms, multimedia devices and other equipment as separate resources on the calendar		
2.8	Quickly schedule for video conference and webinar through calendar		
2.9	Create and manage tasks with ease integrated with Calendar		
3. Video conference			
3.1	Ability to conduct training with video conferencing to a larger audience (up to 100 participants)		
3.3	Webinars and live broadcast through Private YouTube channels.		
3.4	Video Conferencing facility for internal and external parties using a desktop, laptop and Smartphones		
3.5	Web Based and mobile APP		
3.6	Unique ID generate for each conference call and PIN for Dial-in		
3.7	Should support minimum meeting duration of 6 hours		
4. Office Package - Word, Spreadsheet and presentation			
4.1	Ability create word processing, presentation and spreadsheet and to edit them in real time from any location using desktop, laptop, Mobile Devices or Tablets.		
4.2	Ability to store, categories and download videos, photos or other media		
4.3	Share files with rights management features such as restrict sharing, downloading, printing and setting up document expiration dates		
4.4	Ability to work offline or with intermittent internet connectivity with files stored in the cloud (Word processing, presentation and spreadsheet files)		
4.5	Access files online, real-time editing with multiple users		
4.6	Should support Voice to Text conversion to English, Sinhala and Tamil on documents with near accuracy		
4.7	Ability to scan through the system and save as PDF. Auto PDF to word conversion without complex software.		
4.8	Collaboration facility to images, PDF and adding comments.		

5. Organizing Department Ideas			
5.1	Ability to create sticky notes and lists with text, images, and drawings. Which can be searched easily with keywords.		
5.2	Copy notes, make them into a Google Docs, share notes with others, create reminders with time and place, and change the look of your notes.		
5.3	Use labels to the group and organize notes that share a similar top.		
5.4	An overview of the mobile experience for notes and sync with your office work.		
5.5	Grab image text with OCR technology.		
5.6	Set reminders from time and locations.		
6. Signature Management			
6.1	Administration of email signature to be done centrally with different signature template enforcement capabilities for different user groups		
6.2	All details for the signatures must be picked up from the Global Address List (GAL).		
6.3	Ability to include advertising / Notification Banners and scheduling the same based on time and Groups.		
7. Contact Management			
7.1	Contact manager App		
7.2	Group contacts		
7.3	Use contacts on Mobile		
7.4	Back up, import and restore contacts from your devices or SIM card		
7.5	Give another user access to your contacts		
8. Cloud based Form solution			
8.1	Method of creating effortless, polished and beautiful forms		
8.2	Database for submitted form		
8.3	Collect PDF, image.... at the registration		
8.4	Using triggers can be created specified functions.		
8.5	With the expectation of analyzing display as graphic design.		
8.6	Data visualization will be provided with the solution.		

9. Mobile Device Management (MDM) requirements			
9.1	Enforce users to set passwords / PIN on their devices		
10. Administrator Control			
10.1	Ability to manage users based on hierarchy level		
10.2	Ability to create multiple administrators with different access privileges		
10.3	Manage existing and create new users anytime within a short period of time		
10.4	Control the access to applications which are not required on specific user types		
10.5	Create and maintain domain and username aliases		
10.6	Restrict email delivery for a particular unit within a specific domain		
10.7	Required Email tracking facility for both email system and spam filter		
10.8	Required comprehensive report gathering facility (Email usage, Spam filter stats etc.)		
11. Supporting platforms			
11.1	Email accounts Accessible from anywhere, at anytime		
11.2	Support across all Operating Systems (Windows, Mac, Linux, etc.) and versions, in case of Windows, should support Old version such as Windows 7		
11.3	Cross browser support For All updated versions of; Internet Explorer, Firefox, Chrome, Opera, Safari, etc		
11.4	Should support multi-factor authentication system in addition to username/password ex. SMS token, Soft token apps etc.		
11.5	Should Support all currently available mobile platforms Android, Blackberry, Apple iOS & Windows Mobile		
12. General Requirement			
12.1	24 x 7 X 365 Support		
12.2	99.9% Uptime without exceptions		
2.3	No Hardware or proprietary client applications to Install or Maintenance (Solution should be a web browser based on offline capability)		
12.4	All upgrades and patches should come at no extra cost		
12.5	The email and collaboration platform should be able to access of unlimited number of devices (Eg -Multiple Laptops, Desktops, Mobile Devices or Tables)		

13. Web portal for internal work			
13.1	Well - Structured and efficient internal web portal (intranet)		
13.2	Facilitate internal communication, reporting mechanisms and project management		
13.3	Offer easy access to information related to employment conditions, the workplace and other practical matters to the staff of the organization.		
13.4	All the knowledge sharing and to help build and keep the institutional knowledge of the company.		
13.5	With the expectation of graphic design.		
14. Security Requirements			
14.1	Comply to ISO 27001 security standards & other security audit standards ISO 27001, ISO 27017, ISO 27018, SOC1™, (SSAE-16/ISAE-3402), SOC2™, SOC3™, and FedRAMP		
14.2	Should provide a complete and secure user authentication system		
14.3	Automatically enforce Secure Socket Layer (SSL) Connections		
14.4	Advanced & powerful Spam Filtering which can detect email-based advanced persistent threats & targeted phishing attacks.		
14.5	Define blacklisting and whitelisting of domains for better Spam handling		
14.6	Antivirus support for Email attachment scanning		
14.7	Create customized attachment policies for better Spam and Antivirus control		
14.8	2-step verification Security Key Single sign-on (SAML 2.0) OAuth 2.0 and Open ID Connect Data management features		
15. Vendor Credentials			
15.1	The service provider Should have at least 4 <u>Certified Professional Google Workspace Administrators</u> to support the platform		
15.2	The service provider must have more than 3-year experience in cloud industry with have substantial client base which should include 5+ Government Organizations of Similar or larger in Size / User Count The vendor should submit last 3 years audited accounts.		
15.3	The service provider evidence must be Google premier Partner operating in Sri Lanka.		
15.4	The service provider Should have at least 3 <u>Certified Professional Cloud Architects</u> to support other Google Cloud Services		

16. Training Requirements			
16.1	Vendors should provide comprehensive end user training on all the areas of the proposed solution. - Provide Details of the Training		
17. Data Migration & support			
	If required ability to arrange data migration for the all email in DMC		
	24x7 Technical support is required. Annual support charge (If applicable)		
	If data migration is required the same has to be arranged without experiencing any downtimes or service disruptions.		
	The solution should be integrated with dmc.gov.lk which is the Disaster management center current domain ID		
18. Experience and Other Requirements			
	Vendor should have Min 7 years' experience serving similar capacity		
	Names & contacts of min of 05 GOV organizations using the same solution		
	Manufacturer Authorization letter should be provided		

Time period	Per account price (USD)	Price for 63 user accounts (USD)
Jan-2025 – 31-12-2025(1 yrs)		
Jan-2025 – 31-12-2026(2 yrs)		
Jan-2025 – 31-12-2027 (3 yrs)		