**Appendix – 4(C)**

**Email Service: Technical Information Form**

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| --- | --- | --- |
| **Sl.** | **Features** | **Value** |
|  | **Email Service** |
| Zimbra Email | Standard | Account Quota: 1GB – 5GB (Upgradable with domain quota upgradation) |
| Domain Quota Upgradation: Unlimited (per GB) \*Minimum limit: 25GB/Domain  |
| Delegated Admin Account  |
| e-Government Cloud Drive Service: 10GB/Account  |
| IBM Lotus Domino | Package is not available now |
|  | **Security Zone Requirement** | □ DMZ□ Database □ App Zone□ KVM/MGMT/iLO□ NMS |
|  | **Installation** | Shall be completed by Customer, any requirement of cable from BCC devices to customer devices shall be borne by the customer |
|  | **BCC Commissioning Support** | Necessary support will be provided as required during installation activities of customer. During the activity a representative of BCC will be there always to coordinate and support. |
|  | **Compliance** | Customer shall support NDC during their activity as informed that is relevant with the compliance of following NDC standards:* ISO 20000
* ISO 27001
* TIA 942
 |
|  | **Resource Access** | Remote access to resources is available provided that customer’s devices have management ports and NDC IP configured on those. All remote access is possible after proper authentication of IPSec VPN users provided to the Customer.  |
|  | **Other Information** | The Customer must register for their Domain Name to corresponding agency. During registration of the domain name, the Customer can use the DNS address of the Service Provider (BCC) which is:* Primary DNS: 103.48.17.17 (dns1.bcc.gov.bd)
* Secondary DNS: 43.229.12.12 (dns2.bcc.gov.bd)
 |
|  | **Post Implementation Support** | * On request physical reboot to customer devices
* Support to ensure availability of power, cooling and network into customer devices
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