

**RENEWAL OF
GOOGLE WORKSPACE (GWS) EMAIL SERVICE
SUBSCRIPTION LICENSES**

e-Tendering

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HLL LIFECARE LIMITED
(A Government of India Enterprise)
Corporate and Registered, Poojappura.P.O,
Thiruvananthapuram – 695012, Kerala, India
Ph: 0471- 2354949, 2775601

NOTICE INVITING TENDER (NIT)

IFB No: HLL/CHO/IT/Email/2024

25-09-2024

To,

Dear Sir,

HLL Lifecare Limited (HLL) a Govt. of India Enterprise under the Ministry of Health and Family Welfare invites proposals for **Renewal of Google Workspace (GWS) Email Service Subscription Licenses**. More details on the services are provided in the Schedule of Requirements.

Bid documents can be downloaded free of cost from the Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>). All Corrigendum/extension regarding this e-tender shall be uploaded on this portal i.e., <https://etenders.gov.in/eprocure/app> and shall not be available elsewhere.

You are requested to go through the document carefully and submit your proposals as per the instructions and guidelines given in the tender document.

Yours sincerely,

Associate Vice President (IT),
HLL Lifecare Limited, Corporate and Registered office,
HLL Bhavan, Poojappura P.O,
Thiruvananthapuram, Kerala -695012
Phone No: – 0471-2775500, 2354949.
Email address: sivakumar@lifecarehll.com

Important Information

SI No	Particulars	Description
1	Tender Inviting Authority	HLL Lifecare Limited
2	Office Address	HLL Lifecare Limited Corporate and Registered Office HLL Bhavan, Poojappura P.O Thiruvananthapuram, Kerala 695012
3	RFP/ Bid Number	HLL/CHO/IT/Email/2024
4	Name of work	Renewal Of Google Workspace (GWS) Email Service Subscription Licenses
5	Period of contract	Three (3) years
5	Bid Security/EMD	Rs.2,50,000/- (Rupees Two Lakh Fifty Thousand only) (Note: In case of MSE or Start-up who are eligible for EMD exemption should provide a Bid Security Declaration is to be attached in the format given in the tender).
6	Eligibility criteria for Bidders	As per the Tender document
7	Bid submission start date	25 th September 2024
8	Last date and time for online submission of bids	09 th October 2024 at 15:00 hrs.
9	Date and time of opening of e-tender	10 th October 2024 at 15.30 hrs.
10	HLL A/c details for payment of EMD (Payment mode: NEFT/RTGS)	Name of Bank : State Bank of India A/c number : 10183256222 IFSC Code : SBIN0004350 Branch name : Commercial Branch, Thiruvananthapuram

Disclaimer

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this Tender Document. All information contained in this Request for Proposal (RFP) provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this Tender Document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this Tender Document and any other terms and conditions subject to which such information is provided.

Though adequate care has been taken in the preparation of this RFP document, the interested firms shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

If a bidder needs more information than what has been provided, the potential bidder is solely responsible to seek the information required from HLL. HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary.

HLL Lifecare limited (HLL), Thiruvananthapuram reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application. HLL reserves the right to change/modify/amend any or all of the provisions of this RFP

document. Such changes would be posted on the e-portal of Central Public Procurement Portal of Government of India i.e. <https://etenders.gov.in/eprocure/app>

Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

Part – I

General Instructions to Bidders

General Instructions to Bidders

1. This tender is an e-Tender and is being published online in Government e-Procurement portal, <https://etenders.gov.in/eprocure/app>
2. Bid documents including the Bill of Quantities (BoQ) can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-tender shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
3. The tendering process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidders may download and go through the tender document.
4. All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. Tenders/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late tenders will not be accepted.
5. The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and rejected.
6. Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.

7. Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the Tender Enquiry Document.
8. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

8.1 Registration

- a) Bidders are required to register in the Government e-procurement portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have class-2 digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.
- e) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.

- f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- g) The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/She has to submit the relevant information as asked for about the firm/contractor. The bidders, who submit their bids for this tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this tender.
- h) Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.
- i) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- j) Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this tender.

8.2 Searching for Tender Documents

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.

- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

8.3 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
 - b) Please go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
 - c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
 - d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
 - e) Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.
9. More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>

10. Tenderer are required to upload the digitally signed file of scanned documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

11. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -

For any technical related queries please call at 24 x 7 Help Desk Number:
0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787

Note:- International Bidders are requested to prefix +91 as country code

E-Mail Support: For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical - support-eproc@nic.in, Policy Related - cphp-doe@nic.in

12. Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Address for communication and place of opening of bids:

Associate Vice President (IT),

HLL Lifecare Limited, Corporate and Registered office,

HLL Bhavan, Poojappura P.O,

Thiruvananthapuram, Kerala -695012

Phone No: – 0471-2775500, 2354949.

Email address: sivakumar@lifecarehll.com

13. The bids shall be opened online at the **Office of the Associate Vice President (IT)**. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.
14. More details can be had from the Office of the **Associate Vice President (IT)** during working hours. HLL shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.
15. A bidder shall submit only one bid in the same bidding process. A Bidder who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.
16. Joint ventures or Consortiums of bidders are not permitted.
17. Online Tender process

The tender process shall consist of following stages:

- i. Downloading of tender document: Tender document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
- ii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and shall not be available elsewhere.
- iii. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
- iv. Opening of Technical Bid and Financial Bids: The bids will be opened, evaluated and shortlisted as per eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification.

18. HLL Lifecare Limited does not bind themselves to accept the lowest or any bid or to give any reasons for their decisions which shall be final and binding on the bidders.
19. HLL Lifecare Limited reserves to themselves the right of accepting the whole or any part of the tender and bidder shall be bound to perform the same at his quoted rates.
20. In case, it is found during the evaluation or at any time before signing of the contract or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the applicant has made material misrepresentation or has given any materially incorrect or false information, appropriate legal/penal etc., action shall be taken by HLL Lifecare Limited including but not limited to forfeiture of EMD, Security Deposit etc., as deemed fit by HLL Lifecare Limited.
21. Conditional bids and bids not uploaded with appropriate/desired documents may be rejected outrightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
22. The bidder should comply with all statutory obligations in force and amended from time to time and HLL Lifecare Limited will not be held responsible in any manner whatsoever for any non-compliance of statutory obligations by the bidder.
23. The technical bids should be uploaded as per the requirements of NIT and should not contain price information otherwise the bid will be rejected.
24. HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.
25. Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid

and Financial bid online on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) along with EMD.

Note:- It is necessary to click on “Freeze bid” link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

Part – II

General Conditions of Contract

Terms & Conditions

1. Eligibility of the Bidder:

The prospective bidder should satisfy the following criterion.

- 1.1 The bidder should be an Indian company and in continuous business of the implementation of Corporate cloud based Email System as mentioned in the schedule of requirements during the last **three (3)** years prior to the bid opening. (Supported with the copy of Registration certificate/Certificate of Incorporation).
- 1.2 The bidder should not have been blacklisted by any state/central Government organizations/firms/institutions for which the statement stating that the bidder has not been blacklisted by any institution of the Central/State Government in past three years may please be submitted.
- 1.3 The bidder should be a regular tax payer under the Income Tax Act. Please furnish the details of PAN, GST etc.
- 1.4 The bidder should have executed at least two successful implementation/management of similar Cloud based Email Solutions in the last three financial years. Documentary evidence like Work Orders, Installation Certificates, and Client Certificate etc. for the same should be attached along with the bid.
- 1.5 The bidder should be an authorized partner of OEM and the documentary evidence for the same shall be submitted along with the bid.

2. Contract Period

- 2.1 The contract period of the services will be **Three (03) years** (19.10.2024 – 18.10.2027). However, HLL reserves the right to extend/renew the contract period at its discretion.
- 2.2 The issue of Purchase order shall constitute the award of contract to the bidder. On receipt of the purchase order by the supplier/contractor a Service Level Agreement (SLA) shall be submitted in the format given by the Purchaser within 7 days from receipt of the order

- 2.3 If the services are found not satisfactory, Purchaser reserves the right to terminate the services by giving one-month notice period.
3. The prices should remain the same for entire contract period. However, in the event of any downward trend in pricing during the contract period, the reduced rates shall be passed on to HLL.
 4. The bids will be evaluated by taking the total amount quoted for all the items.
 5. The offer should remain valid for a minimum period of 90 Days from the date of opening of the Bid. Any offer falling short of the validity period is liable for rejection.
 6. The licenses should be delivered upon the renewal within **Two (2) weeks** from the date of placement of order.
 7. Penalty at 0.50 % of the total Purchase Order value for each week of delay or part thereof subject to a maximum of 5 % is applicable for delayed delivery.
 8. Bids should be clear in all respects and those with ambiguous /conditional clauses shall be summarily rejected.
 9. To assist in the examination, evaluation and comparison of bids the Purchaser may, at its discretion, ask the bidders for clarification.
 10. The supply order will be placed on the first lowest responsive bidder.
 11. The periodic updates from OEM should be available free of cost during the support period.
 12. Necessary support should be provided as and when required within 2 Hrs of intimation of problem.
 13. The bidder who requires any clarification on the tender shall notify the undersigned through e-Mail at sivakumar@lifecarehll.com. However, no post bid clarification shall be entertained.
 14. By submitting the bid it is presumed that the bidder has verified the tender documents and technical specification of the items in details and has quoted the tender rate accordingly

15. No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time the Purchase order is placed.
16. HLL will have the right to increase or decrease up to **15 %** of the quantity of licenses specified in the schedule of requirements per year without any change in the unit price or other terms and conditions during the contract period.

17. BID SECURITY (EMD)

17.1 The bidder shall furnish a bid security worth **Rs. 2, 50,000/-** (Rupees Two Lakh Fifty Thousand) as part of his bid.

17.2 The bid security is required to protect the purchaser against the risk of bidder's conduct, which would warrant the forfeiture of bid security.

17.3 The bid security shall be paid through RTGS/NEFT transfer in the following HLL bank account details

Name of Bank	:	State Bank of India
A/c number	:	10183256222
IFSC Code	:	SBIN0004350
Branch name	:	Commercial Branch, Thiruvananthapuram

Document of the above transactions completed successfully by the bidder, shall be uploaded separately while submitting the bids online

17.4. The bid security of the unsuccessful bidder will be discharged/returned as promptly as possible as but not later than 30 days from the date of the bid opening.

17.5. The successful bidder's bid security will be discharged upon the bidder's acceptance of the Work order and submission of Security Deposit, Contract form and Service Level Agreement (SLA).

17.6. The bid security may be forfeited:-

(a) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the IFB or

(b) In the case of successful bidder, if the bidder fails to accept the order

17.7. Submission of Bid Security is exempted for the MSE registered bidder for which the bidder should submit the necessary valid documents like NSIC Certificate and UAM (Udyog Aadhar Memorandum) number & Form-A attached in the bid.

18. Penalty for Downtime

As per the availability requirements, uptime is 99.9 %. In case the Service Provider fails to achieve above standards, Downtime will be calculated after the permitted downtime to the time at which the Email System becomes functional. In such case, for every 0.1 % drop from the guaranteed uptime of 99.9 %, 1 % of the quarterly payment will be deducted as penalty.

19. Payment Terms

Payment will be released at the end of each quarter upon the submission of invoices.

For claiming this payment, the following documents are to be submitted.

- a) Three copies of Invoice with corresponding GST Number.
- b) Uptime report for the availability of services for respective quarter.

20. HLL reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Purchaser's action.

21. No fax/email bids will be accepted.

22. Consideration of MSME shall be based on furnishing of valid UAM (Udyog Aadhar Memorandum) number and copy of relevant document along with the bid only.

23. Governing laws and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/ Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts in Kerala. The venue of the Arbitration shall be in Kerala.

24. Documents Comprising the Bid

SI No	Criteria	Supporting Documents Required
1	The bidder should be an Indian company and in continuous business in the supply and maintenance of Security devices.	Certificate of incorporation
2	The bidder should have not been blacklisted by and state/central Government organizations/firms/institutions	Statement that the bidder has not been blacklisted by any institution of the Central/State Government in the past three years.
3	The bidder should furnish the information on similar type of works done to Govt /private sector institutions, PSUs etc.	Copies of PO or Certificates from the clients for the past three years
4	The bidder should be a regular taxpayer under the Income Tax Act. Please furnish the details of GST, Permanent Account Number (PAN) etc along with the bid	Copies of GST Registration Certificate & PAN
5	The bidder should be authorized partner for the OEM	Manufacturer Authorization Form (MAF) from the OEM of the product
6	Consideration of MSE shall be based on furnishing of valid UAM (Udyog Aadhar Memorandum) number and copy of relevant document along with the bid only.	Copies of Udyam / UAM Certificate

Part – III

Schedule of Requirements

Schedule of Requirements

Sl. No.	Description of the Item	Quantity in Nos.
1	Google Workspace Email Licenses under Enterprise Starter plan for 3 years	1185
Total Licenses in (Nos)		1185

Form A

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

(On Bidders Letter head)

I / We, the authorized signatory of M/s,
participating in the subject tender No. for the item / job
of....., do hereby declare:

- (i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.

- (ii) That in the event we withdraw / modify our bid during the period of validity OR I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline OR I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding /award of all future contract(s) of HLL Lifecare Limited for a period of one year from the date of committing such breach.

Date:	Authorized Representative Signature:
Place:	Name:
Designation:	
Company Name:	
Seal of Company	