



HLL Lifecare Limited

(A Government of India Enterprise)

Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram– 695 012
Kerala, India.

Phone: 0471 – 2354949, 2775000

CIN:U25193KL1966GOI002621

Website: www.lifecarehll.com

Invitation for Bids

RENEWAL OF GOOGLE WORKSPACE EMAIL SERVICE SUBSCRIPTION LICENSES

Date	:	01.10.2022
IFB No.	:	HLL/CHO/IT/Email/2022

The schedule of the bid is given below.

Last date and time for receipt of bids	: 15.00 Hrs. on 11.10.2022
Time and date of opening of bid	: 15.30 Hrs. on 11.10.2022

Dear Sir,

Sub: Renewal of Google Workspace Email Service Subscription Licenses

HLL Lifecare Limited Thiruvananthapuram now invites the competitive bids from the eligible bidders for the renewal of existing **1169 Nos** of Google Workspace Email subscription Licenses used as corporate email system (lifecarehll.com) at our offices all over India for the period of one year. The details are given below;

Sl. No.	Description of the Item	Quantity in Nos.
1	Google Workspace Email Licenses under Business Starter plan for 1 year (Renewal)	1169

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 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 evidences 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 **one (01) year**. 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 contract agreement and 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 be quoted as per the format for price schedule enclosed as **Annexure-1**. Prices should be quoted separately for each item.
4. The prices should remain same for entire contract period.
5. The bids will be evaluated by taking the total amount quoted for all the items.
6. 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.
7. The licenses should be delivered upon the renewal within **1 week** from the date of placement of order.
8. 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.
9. Bids should be clear in all respects and those with ambiguous /conditional clauses shall be summarily rejected.
10. To assist in the examination, evaluation and comparison of bids the Purchaser may, at its discretion, ask the bidder for clarification. The response shall be in writing and no change in the substance or price of the bid shall be sought, offered or permitted.
11. The supply order will be placed on the first lowest responsive bidder.
12. The periodic updates from OEM should be available at free of cost during the support period.
13. Necessary support should be provided as and when required within 2 Hrs of intimation of problem.
14. 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.
15. 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
16. 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.

17. HLL will have the right to increase or decrease up to **25%** of the quantity of licenses specified in the schedule of requirements without any change in the unit price or other terms and conditions.

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 cases, for every 0.1 % drop from the guaranteed uptime of 99.9 %, 1 % of the quarterly advance payment will be deducted as penalty from the next payment.

19. Payment Terms

Payment will be released in advance in each quarter within 30 days from the date of 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 previous quarter.

20. The bids should be submitted at the following address.

**Associate Vice President (IT)
HLL Lifecare Limited
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram – 695 012,
Phone: 0471- 2354949,2775000.**

21. Bids should be submitted on or before **15:00 Hrs. on 11.10.2022** and the same **will be opened at 15.30 Hrs on the same day** at Corporate and Registered Office, Poojappura, Thiruvananthapuram in the presence of the representative of the bidder who chooses to attend. If the bid opening day is declared as holiday for HLL, the bid will be opened at the next working day of HLL.

22. The envelopes containing the bid should bear the Invitation for Bids title and number, and the statement **DO NOT OPEN BEFORE**
_____ (Here insert time and date of bid opening)

23. 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.

24. Any bid received after the deadline will be rejected

25. No fax/email bids will be accepted.

26. 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.

27. 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

Thanking you,

Yours faithfully,

P. Sivakumar
Deputy Vice President (IT)

Price Schedule								Annexure – I	
Sl.NO	Description of item / work	Unit	Quantity	Basic Price (Rs)	Taxes/ Duties (Rs)	Other incidental costs if any (Rs)	Total Price for each unit (Rs)	Amount (Rs)	
1	2	3	4	5	6	7	8 = 5+6+7	9 = 4 * 8	

Total Price (in Figure) : Rs.....

Total Price (in words) : Rs.