



Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram– 695 012
Kerala, India.
Phone: 0471 – 2354949
Website: www.lifecarehll.com

Invitation for Bids

Implementation of Corporate E-Mail System

Date	:	13 th August 2021
IFB No.	:	HLL/CHO/IT/Email/2021

The schedule of the bid is given below.

Last date and time for receipt of bids	: 15.00 Hrs. on 25.08.2021
Time and date of opening of Technical Bids:	15.30 Hrs. on 25.08.2021

LETTER FOR INVITATION

Date of Issuance: 13.08.2021
Ref. No.: HLL/CHO/IT/Email/2021

To,

Dear Sir,

HLL Lifecare Limited (HLL) a Govt. of India Enterprise under the Ministry of Health and Family Welfare invites proposals for the implementation of Corporate Email System that provides the company with a cutting edge in information systems, integrated across various functional domains. More details are provided in the Schedule of Requirements.

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

Thanking You,

Yours Faithfully,

L. Ajithkumar

Vice President (IT),
HLL Lifecare Limited,
Corporate and Registered Office,
HLL Bhavan, Poojappura P.O,
Thiruvananthapuram, Kerala -695012
Phone No: – 0471-2354949, 2775000

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IMPORTANT INFORMATION

Sl.No	Events	
1	Last date for submission of Bids	25.08.2021 15.00 Hrs.
2	Opening of Technical Bids	25.08.2021 15:30 Hrs.
3	Contact Person details	Shri. Sreejith S Senior Manager (IT) HLL Lifecare Limited Phone: 0471-2775611 Email: sreejiths@lifecarehll.com

DISCLAIMER

The information contained in this document is confidential in nature. The bidders should not share this information with any other party not connected with responding to this Bid Document.

All information contained in this Bid Document 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 Bid 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 Bid 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 Bid Document, the interested bidders shall satisfy itself 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 Bid Document is complete in all respects and bidders submitting their bids are satisfied that the Bid 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 Bid 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 bids. HLL reserves the right to change/ modify/amend any or all of the provisions of this Document. Such changes would be posted on the website of HLL (www.lifecarehll.com) only.

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 Bid Document, any matter deemed to form part of this Bid Document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder arising in any way from the selection process for the Assignment.

INTRODUCTION

About HLL Lifecare Limited (HLL)

An Overview

HLL Lifecare Limited (formerly known as Hindustan Latex Limited) (HLL) is a Mini Ratna (Category-1 PSE) company under the Ministry of Health and Family Welfare. HLL commenced its journey to serve the Nation in the area of Health Care, on March 1, 1966 for the production of male contraceptive sheaths for the National Family Planning Programme. The company commenced its commercial operations on April 5, 1969 at Peroorkada in Thiruvananthapuram, Kerala. In 1985, two most modern Plants were added, one at Thiruvananthapuram and the other at Belgaum, Karnataka.

HLL is a multi-product, multi-unit organization addressing various public health challenges facing humanity. HLL is manufacturing and marketing widest range of Contraceptives. It is unique in providing a range of Condoms, including Female Condoms, Intra Uterine Devices, Oral Contraceptive Pills (Steroidal, Non-Steroidal and Emergency Contraceptive Pills) Contraceptive Cream, and Tubal Rings.

HLL's Health care product range include: Blood Collection Bags, Surgical Sutures, Auto Disable Syringes, Vaccines, Women's Health Care Pharma products, In - Vitro Diagnostic Test Kits, Hydrocephalus Shunt, Tissue Expanders, Needle Destroyers, Blood Bank Equipment, Iron and Folic Acid Tablets, Sanitary Napkins, and Oral Re-hydration Salts.

BID DOCUMENT FOR THE IMPLEMENTATION OF CORPORATE E-MAIL SYSTEM

HLL Lifecare Ltd (HLL), hereinafter referred to as the “Purchaser” is pleased to invite sealed bids for the Implementation of Corporate E-Mail System, the detailed specifications of which are furnished in schedule of requirements (**Annexure-1**). HLL is presently using Zimbra mail solution (version 8.0.7) on SaaS model and having about 1200 mail boxes.

Interested eligible bidders may obtain further information and inspect the bid documents at our office during office hours on all working days. A complete set of bid documents may also be downloaded from our website at www.lifecarehll.com and CPP portal (www.eprocure.gov.in)

DEFINITIONS

- (a) “The Purchaser” means the HLL Lifecare Limited, Corporate and Registered Office, HLL Bhavan, Poojappura, Thiruvananthapuram– 695 012, Kerala.
- (b) “The Bidder” means the firm who participates in the tender and submits the bid.
- (c) “The Supplier or Contractor” means the firm providing items and/ or services under the contract.

TERMS & CONDITIONS

The bid should be submitted strictly as per the following terms and conditions:

1. Submission of Bid:

1.1 The Bidding Process comprises two parts, viz.

Part I : Technical Bid
&
Part II : Commercial Bid.

Both Technical bid and Commercial Bid are to be submitted in sealed envelope superscripting “Implementation of Corporate E-Mail System for HLL Lifecare Ltd” on top of the envelope. One copy of both Technical Bid and Commercial Bid should be submitted separately along with the bid.

1.2 The bidders should take care in submitting the bid properly filed so that enclosed papers are not found loose. The bid documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.

1.3 Date of Submission

Time Schedule for submission of Bid is as under: –

Last date & time for submission of Technical Bid & Commercial Bid	: 15.00 Hrs. on 25.08.2021
Date & time of opening of Technical Bid	: 15.30 Hrs. on 25.08.2021
Date & time of opening of Commercial Bid	: To be separately intimated to the technically qualified bidder

1.4 Email/Fax/telex bids will not be accepted.

1.5 Any bid received by the purchaser after the deadline for submission of bids prescribed by the purchaser should be rejected and returned unopened to the bidder.

1.6 Bidders may depute only a maximum of two authorized representatives with authorization letter to participate in the bid opening strictly according to the time schedule.

1.7 The Technical Bid will be evaluated first for compliance with the prescribed Technical Specification.

1.8 Commercial bid of only short-listed bidders who will qualify in Technical evaluation will be evaluated by the Purchaser.

1.9 The qualified technical bidders will be intimated about the opening of the Commercial and the Commercial Bid of the unqualified technical bidders will be returned to them unopened.

1.10 The Bids should be addressed to:

**Vice President (IT),
HLL Lifecare Ltd,
Corporate and Registered Office,
HLL Bhavan, Poojappura,
Thiruvananthapuram-695012,
Kerala, India.
Phone: 0471-2354949, 2775000**

1.11 The purchaser is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or holidays. In case, the specified date of submission & opening of Bids is declared as holiday for HLL, the bids will be received till the specified time on next working day and Technical Bid will be opened at specified time on the next working day.

1.12 If required, purchaser may ask the L1 bidder to arrange for demonstration of the feature, quality and capabilities of the System as per model committed in the bid and as agreed upon to be supplied and installed. This demonstration (acceptance test) will be conducted on prior appointment. HLL will accept the model on

successful completion of acceptance test. Unsatisfactory performance of the system may result in the Purchaser's rejection of the bidder. The delivery of the service will be in effect after acceptance by the Purchaser.

- 1.13 The offer should remain valid for **a minimum period of 90 Days** from the date of opening of the Commercial Bid .Any offer falling short of the validity_period is liable for rejection. However the supplier/contractor should pass on the benefit to the purchaser if there is any price reduction in the meantime.
- 1.14 In exceptional circumstances, HLL may request all the Bidders consent to an extension of the period of validity of their respective bid. The request and the response thereto will be made in writing. Extension of validity period by the Bidder must be unconditional.
- 1.15 Failure to furnish all information required in the bid Document or submission of a bid not substantially responsive to the bid document in every respect will be at the bidder's risk and may result in the rejection of the bid.
- 1.16 This bid document is not transferable.
- 1.17 The bidder may withdraw their offer after submission provided; written notice of withdrawal is received by the purchaser prior to the closing date and time prescribed for submission of BID DOCUMENT. No offer can be withdrawn by the bidder subsequent to the closing date and time for submission of offers.
- 1.18 The Purchaser reserves the right to change/ modify/amend any or all of the provisions of this document. Such changes will be published on the website of HLL (www.lifecarehll.com) and CPP portal only.
- 1.19 The language of the Bid should be in English.

2. Eligibility of the Bidder:

The prospective bidder should satisfy the following criterion.

- 2.1 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 (**Annexure-1**) during the last **three (3)** years prior to the bid opening.(Supported with the copy of Registration certificate/Certificate of Incorporation).
- 2.2 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.
- 2.3 The bidder should be regular tax payer under the Income Tax Act. Please furnish the details of PAN, GST etc.

- 2.4 The bidder should have executed at least two successful implementation of Cloud based Email Solutions with migration 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.

3. Submission of Technical Bid and Commercial Bid with required Documents

- 3.1 Technical Bid** - The Technical Bid should comply with the technical specification given in **Annexure-1**. The Technical offer should be completed in all respects and contain all information asked for except prices.

The Technical Bid must be submitted neatly and securely along with the following documents,

- 3.1.1 Covering letter.
- 3.1.2 OEM's/Service Support Provider's Authorization form/certificate for the quoted product
- 3.1.3 Service Compliance statement with specifications as given in **Annexure-1**.
- 3.1.4 Bidder's Technical Offer with specifications as given in **Annexure-1**.
- 3.1.5 Copy of the Registration certificate or Certificate of incorporation.
- 3.1.6 Certificate from at least two clients for similar implementations with migration completed satisfactorily.
- 3.1.7 Statement that the bidder has not been blacklisted by any institution of the Central/state Government in past three years.
- 3.1.8 Copies of Work/Purchase order from two clients for the implementation of cloud based Email system with migration in India during last three financial years.
- 3.1.9 Signed copy of bid document (all pages to be signed and stamped).
- 3.1.10 Copy of PAN and GST Registration.
- 3.1.11 Letter of Authorization/Power of attorney authorizing the signatory to sign the bid.
- 3.1.12 Authorization Letter for the bidder's representative who will attend the Bid Openings.

3.2 Commercial Bid

- 3.2.1 The Commercial Bid should comply with the price information of the items as specified in **Annexure-1** in the format of price schedule attached as **Annexure-2**.
- 3.2.2 Duly filled Form for Price Bid should be submitted in the format given in **Annexure-3**.
- 3.2.3 The annual payment for 1500 Nos. of Email accounts and one time implementation & migration charges should be given separately in the commercial bid.
- 3.2.4 Once the bid is submitted in sealed cover by the bidder, the purchaser will not accept any addition/ alterations/ deletions of the Bid. However, the purchaser reserves the right to seek clarification or call for supporting

documents from any of the bidders, for which the concerned bidder need to submit the documentary evidence(s) as required by the purchaser.

3.2.5 Any Bid, submitted with incorrect information will be liable for rejection. Further, if any bidder is found to have submitted incorrect information at any time, he may be debarred from participation in the future tendering processes.

4 Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and HLL will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

5 Bidding Document

The bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of their bid without any further reference to the bidder.

6. Rejection of the Bid

The Bid is liable to be rejected if:

- The document does not bear signature of authorized person.
- It is received through Telegram/Fax/E-mail.
- It is received after expiry of the due date and time stipulated for Bid submission.
- Incomplete Bids, including non -submission or non-furnishing of requisite documents and not conforming to the terms and conditions stipulated in this Bid Document is liable for rejection by the purchaser.

7. Modification and Withdrawal of Bids

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the deadline for submission of bids.
- No bidder shall be allowed to withdraw the bid after the deadline of submission of bid.

8. Clarifications of Bids

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.

9. Deadline for submission of Bids

Bids must be received by the Purchaser at the address specified in the Bid Document not later than the specified date and time as specified in the Bid Document. In the event of the specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the appointed time on next working day.

The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline extended.

10. Contract Period

10.1 The contract period of the services will be **one (1) year** only from the date of commissioning and complete migration of existing 1200 Nos (approx.) email accounts subject to the verification by HLL. However HLL reserves the right to extend/renew the contract period at its discretion.

10.2 If the services are found not satisfactory, Purchaser reserves the right to terminate the services by giving one month notice period.

10.3 The bidder shall arrange the migration of Email data to a new Email Server with zero data loss at free of cost either on demand or in case of termination of contract for any reason.

11. Evaluation Criteria for Technical Bid & Commercial Bid

11.1 The Purchaser will scrutinize the offers to determine whether it is complete, whether errors have been made in the offer, whether required technical documentation has been furnished and whether the documents have been properly signed. Offers with incorrect information or not supported by documentary evidence, wherever called for, would be summarily rejected.

11.2 Technical evaluation would be done to examine whether offered product having the basic specifications asked for. Deviation from specifications stipulated may make the offer liable for rejection.

11.3 The Technical Bids will be evaluated for compliance with the prescribed Technical Specifications and Supported Documents mentioned under Clause 3.1. Bids which are not complied will be treated as Non-Responsive and summarily rejected.

- 11.4 Commercial bid of only short-listed bidders in Technical evaluation will be evaluated by the Purchaser.
- 11.5 The qualified technical bidders will be intimated the Commercial Bid Opening and the Commercial Bid of the unqualified technical bidders will be returned to them unopened.
- 11.6 For proper scrutiny, evaluation and comparison of offers, the purchaser may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder will be required to give presentation on the systems offered.
- 11.7 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of the errors, his bid shall be rejected.
- 11.8 **The final selection of L1 bidder will be decided on the basis of Total Cost of Service (Annual charges of 1500 Nos. of Email Accounts and One Time Implementation & Migration Charges)**
- 11.9 The purchase order will be awarded to the successful bidder (will be referred as L1) only.

12. Placement of order

- 12.1 The Purchaser shall consider placement of supply order(s) for items quoted only on the first lowest responsive bidder who is technically and commercially qualified (Based on the total cost mentioned as in the Clause 11.8).
- 12.2 However the 1500 Nos. of Email accounts are considered for the evaluation of commercial bid, HLL shall place work order for approximately 1200 Nos. of Email accounts initially. Email accounts will be added as and when required within the contract period and charges will be paid on pro rata basis.

13. Placement of order and acceptance

The supplier/contractor shall give acceptance of the order placed on it within 7 days from the date of order, failing which, the Purchaser shall have right to cancel the order.

14. Signing of contract

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.

15. Delivery schedule

The successful bidder must undertake to deliver the services as per the purchase order, at the purchaser site **within 21 days** from the date of the Purchase Order.

16. Purchaser's right to vary quantities

Purchaser will have the right to increase or decrease the quantity of items/services and delete some or all the items/services specified in the schedule of requirements without any change in the unit price or other terms and conditions at the time of placement of purchase order during one year contract period.

17. Terms of Payment

- a. One Time implementation & Migration Charges with all taxes and other applicable duties on actual basis will be paid within 15 Days of the successful implementation of E-Mail system and acceptance by the Purchaser as mentioned in **Annexure 1**.
- b. The claim for payment should contain proof of delivery, installation note, User Acceptance Report signed with date by an authorized official of HLL Lifecare Limited.
- c. Quarterly advance payment shall be initiated soon after the successful Commissioning, migration of data from existing Email Solution and signing of SLA.

18. Paying Authority

The payments as per the Payment Schedule covered here in above shall be paid by HLL Lifecare Ltd. However, Payment of the Bills would be payable on receipt of advice/confirmation for satisfactory delivery/installation/re -installation, Live running and service report from IT Department.

Following Documents are to be submitted for Payment:

- Three copies of invoice.
- Installation Report counter signed by an authorized official of HLL for the first time payment.
- Uptime report for the availability of services for quarterly payment.
- Account details for payment through RTGS/NEFT, i.e., Name of Bank, Name of Branch, IFSC Details, Account No. etc. if applicable.

19. Scope of the work

- The proposed Corporate Email System shall be implemented only in the Cloud Infrastructure mentioned in the requirement (Annexure-1).
- Migration of existing 1200 Nos. (approx.) Zimbra Email Accounts to the proposed new Email System with zero data loss.
- Admin Level training for email account management activities like account creation, deletion, suspension, creating workgroups, aliases, backup, archival and restoration of data.
- 24*7 Technical Support (Telephonic/ Remote/ Onsite)

20. 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.

21. Penalty or Liquidated Damages for delayed implementation

In case the implementation is delayed beyond the stipulated date of delivery, Liquidated damage for late delivery at one half of one percent (0.5%) of the order value for each week of delay or part thereof would be imposed, subject to maximum of 5% if the delay is for 10 weeks or more. The penalty for late delivery will be deducted from the bill amount.

22. Bid Currency

All prices shall be expressed in Indian Rupees only.

23. Other Terms and conditions

23.1 The Purchaser does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reasons whatsoever.

23.2 The Purchaser reserves the right to resort to re-tendering without providing any reasons whatsoever. The purchaser shall not incur any liability on account of such rejection.

23.3 The Purchaser reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised Bids from the bidders due to such changes, if any.

23.4 Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.

24. Purchaser's right to accept or reject any Bid or all Bids.

The Purchaser 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.

25. Indemnity

The selected bidder shall indemnify purchaser and be liable for loss due to malfunctioning of the equipment as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said supplier/contractor. The indemnity Bond shall be submitted within 7 days from receipt of the purchase order.

26. 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.

27. Force Majeure

27.1 If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this

contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

27.2 Provided, also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the Supplier may with the concurrence of the purchaser elect to retain.

28. Authorized Signatory

The bidder should indicate the authorized officials from their organization who can discuss, correspond, sign agreements / contracts, raise invoice and accept payments and also to correspond. The bidders should furnish proof of signature of the authorized personnel for above purposes as required by purchaser.

Vice President (IT)

Schedule of Requirements

Annexure-1

Features	Technical Specifications
Email Features	<ul style="list-style-type: none"> • Mail system should be user-friendly and hosted on a highly secured cloud environment. • Compatible with all major web browsers like Google Chrome, Mozilla Firefox, Internet Explorer, Microsoft Edge, Safari, Opera etc. • Should support for POP3, SMTP, IMAP4, web-mail and SSL encryption. • Existing e-mail contents of the Zimbra Solution to be imported without any data loss. • The web interface should be configurable with minimal graphics, logo etc. • Facility to import/export contacts from/to local address books. • Basic editing tools on the web editor; option of RTF tools, • Signature insertion facility should be available. • Facility to attach 25 MB or higher files/ folders with every composed messages • Each e-mail box must have minimum of 30 GB online storage capacity. • Message tracking mechanism, message search, message statistics, etc., are required. • Software patch / version updates to be incorporated periodically without extra cost. • Mobile IMAP Idle push email or equivalent service is necessary to support mobile users. • The service is required initially for a period of one year and is likely to be extended. • Effective Antivirus and Anti-Spam e-mail filtering using efficient solutions such as appliances/ (Gartner rated) software needed to ensure more than 99.99% filtering. • Automatic engine updates shall be made regularly. • Mobile Device Management (Device Inventory, remote account Wipe, Block Device, Android /IOS App Management)

<p>Cloud features</p>	<ul style="list-style-type: none"> • Online cloud storage space for each user, wherein all user’s official data are stored in a central location and accessible from multiple distributed and connected resources. • File Storage in a Hierarchical way (Folder/Sub Folders and Files) • Option to save the attachments in the email directly to the DRIVE • Create and Collaborate files in DRIVE with other business users • Provision to share the Files based on the Read Only or Read/Write access privileges • Should be able to save any type of files to the Drive • Option to preview the file (if it is image/office files) from within the drive • Option to buy additional storage capacity for selected users, as and when required • Option to preview the file (office documents including images) within the drive • Co-editing on a single document for up to 50 people at a time • Managed version control of files, option to roll back to any version in history • Integrated experience from all the applications
<p>Calendar features</p>	<ul style="list-style-type: none"> • Calendar service with options to send/ receive/ share calendars with other users in the same domain • Delegating a tasks to one or multiple individuals • Create a new calendar entry and invite users • See busy / free for invitees • Include attachments in meeting request • Move an existing meeting • Setup reminders for meetings / events • Create, edit, view calendar appointment while offline and sync when connected • Facility to look at multiple calendars side-by-side • Server-side and client-side Tasks (or To Do List) and should support assigning tasks to other users in the messaging system • Providing the ability to assign due dates to “To Do” items

	<ul style="list-style-type: none"> • Ability to accept, reject or update “To Do” item which is received from other associates • Allow “To Do” owner to check the status of assignees • Allow “To Do” assignee to accept, delegate, or request modifications to a “To Do” • Provide the ability to receive notifications of upcoming due dates • Read appointments on calendar • Create a recurring appointment on the calendar • Assign tasks to team members • Create calendar appointment with free / busy • Create calendar appointment with attachment
Administrative Features	<ul style="list-style-type: none"> • Provide an easy option to change current subscription plan (upgrade/downgrade) • Web-based e-mail admin console for easily manage Users for the following admin actions: <ul style="list-style-type: none"> • create new email-id • existing users editing and deletion • customization, tracking, and export selected email boxes • taking periodic backups • last logged-in date/time • user temporary/permanent disabling • password re-set • easy setting up pf access privileges • managing user groups / distribution lists
Video Conferencing Features	<ul style="list-style-type: none"> • Participants per meeting up to 100 Nos. • Inclusion of external participants • Presentation and screen-sharing feature • Mobile app for iOS & Android. • Digital Whiteboarding
Instant Messaging	<ul style="list-style-type: none"> • 1:1 and 1: many chat capability. • Mobile app for iOS & Android with easy to use Interface • External chat option
Groups	<ul style="list-style-type: none"> • Email list groups • Groups for content sharing, calendar invitations • User managed groups

Annexure-2
PRICE SCHEDULE

Sl.No	Item	Qty (Nos)	Unit Rate (In Rs)	GST (In Rs)	Total (In Rs)
1	Annual Charges of One Email Account	1500			
2	One Time Implementation & Migration Charges	1			
GRAND TOTAL					

Annexure-3

FORM FOR PRICE BID

Having examined the Tender Document Number Dated, the receipt of which is hereby acknowledged, we, the undersigned, offer to Implementation of Corporate Email System under the above named Tender in full conformity with the Bidding Documents for the sum quoted in price schedule. The following is the total bid price for the scope of work described in our response to your Tender Document.

- i) In figures _____
ii) In words _____

(Please quote the price in Indian Rupees only)

The breakup of the above lump sum price is given in the Price Schedule attached herewith and is made part of this bid.

Thanking you,
Yours faithfully,

<Seal and Signature of Authorized Signatory>
<Name of Authorized Signatory>
<Title of Authorized Signatory>

Note: In case of bid by a Bidder/Consortium, this form has to be signed by authorised signatories of all the members of the Bidder/Consortium.

Encl: Price Schedule - _____ pages