



e-Tender No-HITES/Email/16-17/005

**HLL Infra Tech Services Limited
Subsidiary of HLL Lifecare Ltd
(A Govt. of India Enterprise)**

B-14 A, Sector – 62, Noida - 201307

e-TENDER DOCUMENT FOR APPOINTMENT OF AGENCY

FOR

PROVIDING EMAIL SOLUTION ON DEDICATED SERVER

B-14 A, Sector – 62, Noida - 201307

NOTICE INVITING e-TENDER FOR HOSTING AND MAINTENANCE OF HITES
EMAIL SOLUTION ON DEDICATED SERVER

The HLL Infra Tech Services Ltd. (HITES) invites **online e-Tenders** under two bid system from professionally competent and financially sound interested parties for appointment of agency for providing Email Solution for a period of Five years which is extendable by further at the same rates, terms and conditions at the sole discretion of HITES. The agency shall execute the contract as per the directions and control of the HLL Infra Tech Services Ltd.. (HITES), B-14 A, Sector - 62, Noida - 201307

Name of the Tender	Hosting and Maintenance of HITES Email Solution on dedicated server
e-TED publish date	03 th Oct-2016
Bid Submission Closing Date & Time	24 st Oct - 2016, 1700Hrs. IST
Earnest Money Deposit Rs.20,000/- (By means of DD- favoring HLL Infra Tech Services Limited Noida	on or before 25-Oct'2016: 1400 Hrs (IST)
Date & time of opening of Tender (Technical Bid)	25 st -Oct-2016 -1530 Hrs (IST)
URL for Downloading Tender Document	www.hllhites.com/tenders

TERMS & CONDITIONS:

1. Bidders should have **valid Class 3 B Digital Signature Certificate**.
2. Please go through the bidders help document on e-tender web site link before proceeding for bidding.
3. Detailed step-step tutorial video/ manual, frequently asked Questions are available on the portal.
4. On publishing of E-tender, bidders will receive an e-mail notification with user id and password for downloading & uploading tender document..
5. The work is required to be performed on a dedicated basis during the currency of the contract by the agency and should be able to provide adequate support as per the requirement of HITES.
6. The Bidders should have their own data centre or with a JV with a reputed major at different seismic zone(s)
7. The bidders should be in the business of Web Based e-mail Solutions / Data Warehousing with proven expertise.
8. The bidder should have sufficient experience providing Emailing solution/ Dedicated Server at least 05 different clients either in State, Central, PSU, Leading Private Sector Companies.
9. The Bidder should be **Class 'A' ISP provider**
10. Bidder must submit the copies of referred documents in support of their eligibility of bid. In the event of any malicious / forged document, it would lead to rejection & forfeiture of EMD.
11. No provision for submission of tender after due date & time as listed above.
12. All the rates must be filled neatly in words & figures and any erasure, correction, interpolation, cuttings & over writing must be initialled.
13. Intending bidders are advised to visit HITES corporate office, Noida for acquainting themselves with the nature of work involved in their own interest before submitting the Tender.
14. HITES reserves the right to reject any or all the Tenders without assigning any reason and do not bind itself to accept the lowest or any tender.
15. **For any clarification regarding tender participation & Bids should be addressed to: -**

**Deputy General Manager (IT),
HLL Infra Tech Services Limited (HITES)
B-14A, Sector – 62, Noida – 201307, Ph-0120-4071500**

(A) INSTRUCTIONS TO BIDDERS (ITB):-

The “PRICE BID” of Tenderers who qualify in the technical bid only will be opened at a later date and time and will be intimated individually to technically qualified tenderers.

If the date fixed for opening of tenders is declared a holiday, the tenders will be opened on the next working day following the holiday at the same time.

The tender will remain open for acceptance for 60 days inclusive of date of tender opening (Technical Bid).

(B) e- BIDDING PROCESS

The tender should be submitted in 02 (TWO) parts:-

PART-1: **Technical** (Should contain the documents / testimonials as described in B.1

PART-2: **Price Bid** in the Format Provided in Annx-1 —Duly Signed & Stamped.

The Bidding is to be done on the e-tender site (**URL:- www.hllhites.com/tenders**)

First Time Bidders requires to make an on-line registration on the portal to receive User ID & Password

Please read the Help document on the e-tender portal as an step-by-step guide process.

Bidders must have date/ period valid DSC, **Class-3B (Sign & Encrypt)**

All Technical details requested (as mentioned below) should be attached in **C-Folder of e-tendering site**, <https://etender.lifecarehll.com/irj/portal>

Price Bid: (ONLY ONLINE)

No manual bid would be considered.

To be filled and attached in price bid folder of e-tender module as per format attached in **Annex. -1** of TED.

Important Note: All attachments (**Tech + Price**) must be signed and stamped and **scanned to pdf format** with individual file size **not exceeding 5MB**. Bidder may attach more than one file but individual file should not exceed 5MB.

B.1 REQUIREMENTS for Fulfilling Technical Bid:-

SI	Nature / Citation of the Document	Remarks-If Any
1	PAN & Service Tax Registration	Attach Scan Copy ,Self Authenticated
2	Certificate of Registration/Incorporation of the Firm/Company	Attach Scan Copy ,Self Authenticated
3	EMD for Rs.20,000/- Favoursing HLL Infra Tech Services Limited , Payable at Noida	In original DD Form in an envelope marked as “EMD”
4	ISO Certification for the firm & it’s processes	Attach Scan Copy duly self authenticated.
5	DOT License Copy of Class A ISP	Attach Scan Copy duly self authenticated.
6	Income Tax Return filed during FY 2015-16	Attach Scan Copy duly self authenticated.

7	List of Purchase Orders (Min. 03 nos.) during past 03 years & corresponding Satisfactory Performance Certificate from End User.	Attach Scan Copy duly self authenticated.
8	A Brief Write Up on the Technical Architecture of the e-mailing System with illustrative diagrams (preferably)	Attach Copy duly self authenticated.
9	Turnover of at least Rs.10 Crores during last 03 completed FY's cumulatively .	Attach Copy of Audited Balance Sheet duly self authenticated.

Note:- All Documents must be duly signed & stamped. Please attach a Compliance sheet (One Page) as summary of Technical Bid Requirement- Form listed in Annx-2

B.2 REQUIREMENTS for Fulfilling FINANCIAL Bid:-

- To be attached in the Price Format as provided duly signed and sealed as per Annexure-1, in on-line e-tendering suite.

C. BID EVALUATION:-

C.1 EVALUATION OF TECHNICAL BID

Bidders who comply with requirements mentioned in B.1 Technical Presentation.

Note:-Vendors may be required to give a **presentation before the technical committee at a given notice**, on their proposed roadmap for the service delivery. Vendor's team shall respond to any technical & operational deployment queries raised by the Purchaser. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their bids.

The Technical Committee Decision will be final for Technical evaluation of the bidder. **PRICE BIDS of only technically qualified bidders would be opened.**

C.2 EVALUATION OF FINANCIAL BID

The price/financial bid shall be evaluated to find out the L1 considering the total amount payable at the rate quoted by the bidder under **Annexure -1** for all the items.

D. SCOPE OF WORK

The service provider is required to provide services as listed hereunder:

Dedicated Server –:

1. Server Hosted in Data Centres, preferably in India with due security norms & certification.
2. High End Multi Core/Multi Processor Servers with Managed Administration, Security, Backups and Upgrades.
3. Secure encryption eg. SSL encryption during data transmission/Network security.
4. Closely monitored server security with regular security patches.
5. Multi redundant Bandwidth Network.
6. Scalable bandwidth on demand

7. Complete power redundancy.
8. Industry-leading customer support available 24/7 via phone or helpdesk.
9. Dedicated key Account Manager.

Email Hosting –

1. Hosting should be done on Dedicated Indian Server (Server Hosted in data Centres in India).
2. Reliable and trusted email solution, user friendly & comprehensive with all advance features– email forwarders, auto responders, spell check and aliases etc.
3. Shared Calendar, Distribution list, and Shared Contacts.
4. Instant Activation.
5. 500 mail id's which can be extended as per the requirement of HITES.

6. Total storage of 2.50 TB including backup.

7. Email logs & email backup for all the emails must be taken on regular basis and must be provided to HITES, in appropriate format, as and when required.
8. Mails can be downloaded to MS Outlook through mail setup, info which will be provided by hosting provider.
9. Anti Spam & Anti Virus Solution.
10. The e-mail should be compatible with all leading Web Browsers, viz. IE, Chrome, Mozilla and match the upgradations of the browsers.
11. On demand space increment
12. (POP3) /IMAP Incoming Server
13. (SMTP) outgoing Server
14. IMAP/POP3 Mailboxes with enabled password policies.
15. Recover messages in Outlook for up to 14 days. Restore and entire deleted mailbox for up to 30 days.
16. Provide lead Security Forensic and investigation information in case of e-mail abuse, security breach, unauthorized access etc.
17. Secure Control Panel.
18. Any other related works, if required.
19. The existing accounts from HLL mail server to the new server, No data to be lost (inbox/send) during transition.
20. Customised Mail Log In Page
21. Meeting Scheduler thru' e-mail.

E. LIABILITY FOR LABOR AND/OR PERSONNEL ENGAGED BY THE SERVICE PROVIDER

It may be noted that HITES is merely engaging the services for web hosting, maintenance and ancillary services and is not liable for any labour and/or personnel engaged by the service provider. HITES shall be fully indemnified by the Contractor against all the payments, claims and liabilities, whatsoever incidental or direct arising out of or for compliance with or enforcement of the provisions of various labour related Acts or similar other enactments.

F. EXIT CLAUSE:-

Post contract agreement, the arrangement can be terminated by either party by giving 03 months advance notice or charges in lieu thereof. But this option however shall not be exercised by either Party within first term of one year of contract period. During termination of the contract, the agency should provide existing data backup (emailing solution) as per HITES requirement.

G. CONFIDENTIALITY :-

It may be noted that providing Email solution, etc are highly confidential in nature and the disclosure of sensitive information pertaining to any of these to any unauthorized officials / third parties is completely prohibited. No information will be divulged to any one, other than those authorised by HITES to receive such information.

H. OWNERSHIP:-

The HITES shall be the first and exclusive owner of the solution created in this agreement. This does not include the Intellectual Property of pre-existing material (like third party Software, Tools, etc). The customized code of the applications as well as related documentation, developed will be with the HITES, who will retain the right to modify, upgrade and reengineer the complete solution based upon the customized code provided.

I. PERIOD :-

The period of contract for providing Email solution will be for a period of **Five years** from the date of awarding work to the successful bidder. HITES Noida may at its sole discretion to extend/renew further period of one year if required with the same terms and condition.

J. PAYMENT SCHEDULE :-

The agency need to submit the bill to the IT Department, HITES after successfully completion of each quarter and amount shall be paid to the agency within 10 working days from the submission date of the bill.

K. PERFORMANCE GUARENTEE:- The successful bidder would have to furnish a Performance Bank Guarantee for an amount equivalent to 02 percent of the Total Order Value for 05 Years (excluding taxes & duties)

L. PENALTY:

If the agency fails to either resolve the fault or unable to provide standby solutions in the stipulated time period, penalty shall be applicable as per the decision taken by competent authority/management of HITES.

Applicable penalty

Outage in Hours per Month	Service Credit/Penalty in Days (The Per day Charges would be calculated on Monthly Bill divided by 30 days(For all months)
0 to 1 Hour	0
1 to 5 Hours	1
5 to 10 Hours	2
10 to 24 Hours	3
>24 Hours	7 or as per decision taken by competent Authority of HITES.

M. The successful bidder is required to carry out due modifications/customisations **FREE OF COST** during 01st Year of the Contract.

N. TIME FRAME FOR COMPLETION OF WORK:

Required timeframe for completion of work from the date of issue of Work Order:-

Sl. No.	Description of Service	Timeframe (Days)
1	Providing of Email Solution on dedicated server with 500 e-mail accounts & 2.5 TB Server Space with Back Up	30 working days from release of confirmed Po from HITES

** The timeframe are indicative and may vary depending upon availability of information/approvals from concern head.*

ANNEXURE-1

<u>PRICE BID</u>						
<u>FORMAT</u>						
Annexure-1						
All values in INR						
Enterprise Mail Services – List of Services	Qty	1 Year	2 Year	3 Year	4 Year	5 Year
Mailbox (Charges Per Id / Yr)- With Flexible options to allot storage space per id in steps of 03 GB,6GB,09GB,12 GB,15GB by Administrator – TOTAL SPACE – 2.50 TB	500					
Value added services						
Mail monitor (max 10ids) (Charges Per Id / Yr)						
IMAP - Complete sync across all devices (Charges Per Id/ Yr)						
Secure mail / SSL - (Charges Per Domain/ Yr)						
Incremental Charges for additional 01 TB storage space.						
Web hosting Charges						
Setup charges for 0 to 500 accounts (one time)						
Taxes (As Applicable)						
Grand Total (Rs)						

Name: _____

Designation:- _____

Signature with Stamp & Date:- _____

COMPLIANCE –CHECK LIST

SI	Nature / Citation of the Document	Compliance (YES/NO)
1	PAN & Service Tax Registration	
2	Certificate of Registration/Incorporation of the Firm/Company	
3	EMD for Rs.20,000/- Favours HLL InfraTech Services Limited , Payable at Noida	
4	ISO Certification for the firm & it's processes	
5	DOT License Copy of Class A ISP	
6	Income Tax Return filed during FY 2015-16	
7	List of Purchase Orders (Min- 03 nos) during past 03 years & corresponding Satisfactory Performance Certificate from End User.	
8	A Brief Write Up on the Technical Architecture of the e-mailing System with illustrative diagrams (preferably)	
9	Turnover of at least Rs.10 Crores during last 03 completed FY's cumulatively .	

Signature With Stamp & Date