

Bid Document

Bid Details	
Bid End Date/Time	17-05-2022 18:00:00
Bid Opening Date/Time	17-05-2022 18:30:00
Bid Offer Validity (From End Date)	80 (Days)
Ministry/State Name	Gujarat
Department Name	Urban Development And Urban Housing Department Gujarat
Organisation Name	N/a
Office Name	Surat Municipal Corporation Smc
Total Quantity	400
Item Category	ELECTRONIC MAIL AND MESSAGING SOFTWARE (Q3)
Minimum Average Annual Turnover of the bidder (For 3 Years)	3 Lakh (s)
Years of Past Experience Required for same/similar service	3 Year (s)
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Past Performance	80 %
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	3 Days
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	ICICI
EMD Percentage(%)	1.00
EMD Amount	6760

ePBG Detail

Advisory Bank	ICICI
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

The Commissioner,
Surat Municipal Corporation (SMC), Gordhandas Chokhawala Marg, Muglisara, Surat - 395003, Gujarat
(Surat Municipal Corporation)

Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	No
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MII Purchase Preference

MII Purchase Preference	No
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

3. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

ELECTRONIC MAIL AND MESSAGING SOFTWARE (400 pieces)

Brand Type	Registered Brand
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Technical Specifications

* As per GeM Category Specification

Specification	Specification Name	Bid Requirement (Allowed Values)
BASIC INFORMATION OF ELECTRONIC MAIL AND MESSAGING SOFTWARE	Type of Software	Email Software, Messaging, Audio & Video Software, Email, Messaging, Audio & Video Software
	Type of Licenses	Subscription
	Number of users	Upto 1000
	Deployment options	On-Premises (Client Server), Cloud, Hybrid, Virtual
FEATURES AND FUNCTIONALITY PARAMETERS(GOLD EN)	Instant messaging	Yes
	File transfer	Yes
	Video calls and conferencing	Yes
	Remote desktop sharing	Yes
	Storage tearing	Yes
	Capability of user to restore deleted mails from trash by himself	Yes
	Free Upgradation to Higher Version within support period	YES
	Installation and Demonstration	Yes
	No of days Training Provided at Site	0, upto to 5, 6 to 10, 11 to 20, 21 to 30
	Number of Years upto which Support is available from OEM	5
FEATURES AND FUNCTIONALITY PARAMETERS(GENERIC)	Digital signature for Email feature	Yes
	Encryption feature for Email / SMS/Audio/ Video	Yes
	Mail Authentication capability	Yes
	Mail Authentication Technology Supported	Yes
	Reply message	Yes
	Forward message	Yes
	Acknowledgement message	Yes
	Internal mailing	Yes
	Notes	Yes
	Reminder	Yes
	History logs	Yes
	Announcements	Yes

Specification	Specification Name	Bid Requirement (Allowed Values)
	Alert on status change	Yes
	Hide User/ Group	Yes
	Custom Status with auto Reply	Yes
	Multiple Views	Yes
	Shortcuts	Yes
	Change Font/Size/ Color	Yes
	Smiley and Business icons	Yes
	Mobile App: Instant Messaging	Yes
	Mobile App: File Transfer	Yes
	Inbox for mail receiving	Yes
	Sent mail view for mails sent by users	Yes
	Folders and nested folders	Yes
	Email Reply options	Reply, Reply to all, Reply with history, Reply to all with history, Reply with history and attachments, Reply to all with history and attachments options to respond to a mail
	Email Sorting Options	by sender, subject, time
	Search mails	Yes
	Mail and calendar deligation	Yes
	Preview, download and attach documents to a mail	Yes
	Mobile Access using over the air mail synchronization and not pop/ imap but through active sync	Yes
	Copy to and blind copy to fields	Yes
	Calendaring	Yes
	Create Meeting, Appointments, Reminders, All day events	Yes
	Out of office messages	Yes
	Create Tasks and assign tasks	Yes
	Create contacts- personal	Yes
	Global Address book	Yes
	Organizational groups	Yes
	Personal Groups	Yes
	Drag and drop attachments	Yes
	Document discussion feature	Yes

Specification	Specification Name	Bid Requirement (Allowed Values)
	Thick client from the same OEM for offline access to mail data	Yes
	Create / update signatures	Yes
	Journaling of mails	Yes
	Change password/ Forget Password / Password retrieval	Yes
	Mail file quota	Yes
	Delete and archive mails	Yes
	Priority indicator if marked in cc or bcc	Yes
	Email archiving for legal compliance	Yes
	Data de-duplication	Yes
	Browser based offline access	Yes
	Chat & instant messaging	Yes
	Support protocols like XMPP	Yes
	Chat history	Yes
	Present status	Busy, Offline, Available
	Group Chat	Yes
	One-to-one and one-to-many audio/video meetings	Yes
	Desktop Sharing and screen sharing	Yes
GENERIC PARAMETERS OF ELECTRONIC MAIL AND MESSAGING SOFTWARE	Valid Licence copy / Key to be provided	YES
	Software supplied through	URL Link
	No of Software sold	10000

Additional Specification Parameters - ELECTRONIC MAIL AND MESSAGING SOFTWARE (400 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Software Description	Email with 30 GB
Name of Software as given by OEM	Google Workspace
OEM Model / Part No	Business Starter

* Bidders offering must also comply with the additional specification parameters mentioned above.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Patel Mitul	395003,Information Systems Department, Surat Municipal Corporation, Mahanagar Seva Sadan, Gordhandas Chokhawala Marg, Mugalisara, Surat	400	15

Buyer Added Bid Specific Terms and Conditions

1. **Generic**

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address Information Systems Department Surat Municipal Corporation Gordhandas Chokhawala Marg, Mugalisara, Surat, Gujarat.

2. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. **Generic**

Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 3 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

4. **Generic**

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

5. **Generic**

Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

6. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

7. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of

buyer.

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

8. **Generic**

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

i) The Seller fails to comply with any material term of the Contract.

ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.

iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.

iv) The Seller becomes bankrupt or goes into liquidation.

v) The Seller makes a general assignment for the benefit of creditors.

vi) A receiver is appointed for any substantial property owned by the Seller.

vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

9. **Generic**

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

10. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

11. **Turnover**

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

12. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

13. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

14. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

15. **Warranty**

Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a

penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

16. **Past Project Experience**

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
- b. Execution certificate by client with order value.
- c. Any other document in support of order execution like Third Party Inspection release note, etc.

17. **Past Project Experience**

The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:

- (i) Single order of at least 35% of estimated bid value; or
- (ii) Two orders of at least 20% each of estimated bid value; or
- (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

18. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of Surat Municipal Corporation payable at Surat.

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

19. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of Surat Municipal Corporation payable at Surat.

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

20. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of Surat Municipal Corporation payable at Surat. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

21. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Bidder's Authorisation:

Bidder should be authorized partner/distributor/dealer/channel partner for offering the Google for Workspace services. Necessary Certificate from OEM clarifying status of the bidder should be attached through GeM Portal.

TAX LIABILITY:

GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by SMC.

22. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

[This Bid is also governed by the General Terms and Conditions.](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---