



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4500859
Dated/दिनांक : 18-01-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	08-02-2024 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	08-02-2024 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Health And Family Welfare
Department Name/विभाग का नाम	Department Of Health Research
Organisation Name/संगठन का नाम	Indian Council Of Medical Research (icmr)
Office Name/कार्यालय का नाम	Icmr National Institute For Research In Reproductive Health, Mumbai
Item Category/मद केटेगरी	Custom Bid for Services - Email Solution on dedicated server with 500 email accounts 5 TB Server Space with Back Up and addition cloud storage of 100 GB or more per account
Contract Period/अनुबंध अवधि	3 Year(s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *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
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	3 Days
Estimated Bid Value/अनुमानित बिड मूल्य	1000000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	10.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	38

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Director
ICMR-National Institute For Research In Reproductive and Child Health, J. M. Street, Parel, Mumbai-400012
(Director, Icmr-nirrch)

Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the

"OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Payment Terms:[1705561190.pdf](#)

Penalties:[1705561332.pdf](#)

GEM Availability Report (GAR):[1705561596.pdf](#)

Service Level Agreement (SLA):[1705561663.pdf](#)

Scope of Work:[1705563257.pdf](#)

Custom Bid For Services - Email Solution On Dedicated Server With 500 Email Accounts 5 TB Server Space With Back Up And Addition Cloud Storage Of 100 GB Or More Per Account (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	

Specification	Values
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Email Solution on dedicated server with 500 email accounts 5 TB Server Space with Back Up and addition cloud storage of 100 GB or more per account
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Gurunath Manohar Darpe	400012,NATIONAL INSTITUTE FOR RESEARCH IN REPRODUCTIVE HEALTH JEHANGIR MERWANJI STREET, PAREL MUMBAI 400012 MAHARASHTRA	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

- Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
- If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
- Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

AVAILABILITY OF OFFICE PROVIDER:

An office located in the Mumbai region is mandatory. Documentary evidence to be submitted.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby 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 specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, 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 governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in 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./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाही

का आधार होगा।

---Thank You/धन्यवाद---



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.
10. **Migration of all existing email accounts along with all email content from Office 365 to the proposed server.**

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 ICMR-NIRRCH.
6. Total storage of 5 TB and 100GB or more cloud storage per account.
7. Email logs & email backup for all the emails must be taken on regular basis and must be provided to ICMR-NIRRCH, 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 Office 365 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.

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

It may be noted that ICMR-NIRRCH is merely engaging the services for web hosting, maintenance and ancillary services and is not liable for any labour and /o person engage by the service provider. ICMR-NIRRCH 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.

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 ICMR-NIRRCH requirement.

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 ICMR-NIRRCH to receive such information.

OWNERSHIP:-

The ICMR-NIRRCH 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 ICMR-NIRRCH, who will retain the right to modify, upgrade and reengineer the complete solution based upon the customized code provided.

PERIOD :-

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

PAYMENT SCHEDULE :-

The agency need to submit the bill to the IT Department, ICMR-NIRRCH after successfully completion of each quarter and amount shall be paid to the agency within 15 working days from the submission date of the bill.

PERFORMANCE GUAREENTEE:-

The successful bidder would have to furnish a Performance Bank Guarantee for an amount equivalent to 03 percent of the Total Order Value for 03 Years (excluding taxes & duties)

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 ICMR-NIRRCH.

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 ICMR-NIRRCH.

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

TIME FRAME FOR COMPLETION OF WORK:

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

Sr. No.	Description of Service	Timeframe (Days)
1.	Providing of Email Solution on dedicated server with 500 e-mail accounts & 5 TB Server Space with Back Up and addition cloud storage of 100 GB or more per account.	30 working days from release of confirmed from ICMR-NIRRCH

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

AVAILABILITY OF OFFICE PROVIDER:

An office must be located in the Mumbai region. Documentary evidence to be submitted.

PRICE BID FORMAT

ANNEXURE-I
In Rupees

Enterprise Mail Services - List of Services	Qty	1 st year	2 nd year	3 rd year
Mailbox (Charges Per Id / Yr)- With Flexible options to allot storage space per id in steps of 03 GB, 6GB, 9GB, 12 GB,15 GB and Unlimited space per mail box by Administrator - TOTAL SPACE - 5TB , 100 GB or more cloud storage per account and migration of all existing email accounts from Office 365	500			
Value added services				
Mail monitor (max 100 ids) (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 1 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:-