



The Institution of Engineers (India)

AN ISO 9001 : 2015 CERTIFIED ORGANISATION
(ESTABLISHED 1920, INCORPORATED BY ROYAL CHARTER 1935)
8 Gokhale Road, Kolkata-700 020

A Century of Service to the Nation

NOTICE INVITING TENDER

No. T-1839

Dated : 09.12.2024

Renewal of AMC support services of IEI Managed Email Service using Google G-Suite under "ieindia.org" domain.

The Institution of Engineers (India) invites sealed Tenders from eligible bidder(s) in Single Stage two Envelope bid system for **Renewal of AMC support services of IEI Managed Email Service using Google G-Suite under "ieindia.org" domain.**

The sealed tenders are to be submitted duly stamped and signed and dated on each page of the tender document as their unconditional acceptance to the terms prescribed by the Institution. Details/supporting documents wherever applicable, if attached with the tender should be duly authenticated by the vendor/s. No over-writings shall be accepted unless authenticated with full signature of the vendor/s.

The tender shall be in two parts viz. **Technical Part – (Envelope – 'A')** and **Financial bids (Envelope 'B')** (Envelope 'A' and 'B' with the content shall be clearly marked on the top of the envelopes separately). **Technical Part (Envelope – 'A')** shall comprise of compliance documents against Qualification Requirement, company profile and any other document in support of technical capability. The Technical bid should not contain any financial indication, violation of which will invite disqualification. Financial bid shall comprise of quoted price only in the format provided with the tender document in **Envelope – 'B'**. Both Envelope – A & B shall be put in a third envelope, sealed and submitted within the prescribed date & time and with signature of the tender applicant over it.

The sealed tender duly superscribed, "**Renewal of AMC support services of IEI Managed Email Service using Google G-Suite under "ieindia.org" domain**" with Tender No. should be addressed to **Deputy Director (IT & Admin)** sent at the Institution's address either by registered post/speed post or by hand. Postal / courier of the tender document must reach to this office within stipulated date & time i.e., **upto 16.00 hrs of 20 Dec 2024.**

Tenders received after the stipulated date and time shall not be entertained. The Institution shall not be liable for any postal delays for what so ever reason and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason and any correspondence.

Deputy Director (IT & Admin)

Technical Specification

Sln	Description
1	Renewal of AMC support services for 300 (approx.) active email accounts of IEI Managed Email Service using Google G-Suite under "ieindia.org" domain

Qualification Criteria

1. The bidder should be a registered Company.
2. The bidder should have executed (during last 5 years) at least 5 such projects for service provider of Google.
3. Bidder has to submit their clientele.
4. Bidder should be authorized partner / service provider of Google.
5. Bidder must ensure Single point of contact for troubleshooting or a helpdesk with 24 X 7 team will function as a single point of contact for all sorts of problem.
6. Bidder have to assist Institution with proper support, as and when required.

Guidelines on Bid submission:

1. The language of the documentation & details in the Bids must be in English.
2. All bids to be submitted in single stage two envelope in separate covers:
 - a. **Technical Bid** :- Envelope A should be superscribed with Tender No and Name of Job i.e. "**Renewal of AMC support services of IEI Managed Email Service using Google G-Suite under "ieindia.org" domain**" and word "TECHNICAL BID" along with the duly signed and stamped photocopy of documents and signed by authorized representative:
 - a) Self certified copies of the audited balance sheet and profit & loss statement for the last financial year
 - b) Copy of PAN Card
 - c) Copy of GST registration certificate
 - b. **Financial Bid** :- Envelope should be superscribed with Tender No and Name of Job i.e. "**Renewal of AMC support services of IEI Managed Email Service using Google G-Suite under "ieindia.org" domain**" and word "FINANCIAL BID" containing rate coated by the party duly signed and stamped by authorized representative.
3. These two bids to be placed in separate large envelope superscribed with Tender No and Name of Job i.e. "**Renewal of AMC support services of IEI Managed Email Service using Google G-Suite under "ieindia.org" domain**".
4. **For any query please contact:**
Executive (Information Technology Section)
033-40106-309/ swapnapriya.mandal@ieindia.org

General Terms and Condition

1. The contract shall be for five year and may be renewed on satisfactory performance. Rate during renewal should be mutually agreed. However, the decision of IEI should be full & final.
2. Advance payment shall be made annually in on submission of Proforma Invoice and Vendor has to submit Tax Invoice once the payment is made.
3. Standard LD Clause for delay in supply / service @ 2% per week or part thereof subject to maximum of 10% of the order value will be applicable.
4. IEI reserves the right to reject any or all the quotations without assigning any reason whatsoever.
5. Vendor shall not subcontract the maintenance jobs to any outside agency including their franchisee

Scope of Work

1. Migration from existing server to new server , if required.
2. Configuration, trouble shooting related to email service.
3. To extend support for configuration of desktop and mobile devices email client using IMAP,POP & SMTP etc.
4. Create and add groups, profile for email accounts as and when required.
5. User management & trouble shooting in Google Admin Console.
6. Support and provide list of URL and port to be allowed in Firewall for smooth access of G Suite in IEI network.
7. G Suite Control Panel settings like routings, possible policies around emails etc.
8. Create and configure support for 2 Step verification for superadmins as per requirement.
9. Provide support to resolve the problem related to the email services.
10. To provide Interface with enriched Text/Graphics for browsing emails through the Internet.
11. To Provide Mailbox Control for managing mail boxes.
12. Vendor to provide required URLs and Ports to access G-Suite services in IEI Network
13. Setup Sender Policy Framework record for all primary and Secondary domain in G Suite as per requirement.
14. Setup DKIM record for all primary and Secondary domain in G Suite as per requirement
15. Full featured Google Admin Control Panel allowing IEI IT admin to manage all users, services, security policies and devices from one single location
16. Support for real time Log as per groups using Google Admin Control Panel to provide fully managed mail service.
17. 99.9% Uptime service level agreement (SLA) guarantee, with historical performance far greater than this threshold.

FINANCIAL PART

Sln	Description	Unit Rate (Rs.)	GST Rate (in %)	Total Rate (Rs.)
1	Renewal of AMC support services for 300 (approx.) active email accounts of IEI Managed Email Service using Google G-Suite under "ieindia.org" domain			