

TRANSFORMERS AND ELECTRICALS KERALA LTD
(A JOINT VENTURE OF GOVT. OF KERALA & NTPC LTD)
ANGAMALY SOUTH P.O., ERNAKULAM DIST - 683 573

NOTICE INVITING TENDER (NIT)

BID DOCUMENT No. : TELK/C&M/EDP/MSH/291/2022

We are pleased to invite competitive **offline** tenders in single cover system for the **“Implementation & Maintenance of Google workspace (G-Suite Basic Plan) for TELK, Angamaly”** strictly as per enclosed tender documents mentioned below. Techno-commercial and priced quotations may be submitted either in sealed cover or emailed to telktenders@gmail.com so as to deliver before the due date.

Bid Synopsis

- | | |
|--|--|
| 1. Name and Address of Owner | : Transformers and Electricals Kerala Ltd,
Angamaly South, Ernakulum Dist, PIN 683 573. |
| 2. Name of Project. | : Implementation & Maintenance of Google workspace (G-suite basic plan) for TELK, Angamaly. |
| 3. Location | : TELK, Angamaly South , Ernakulam Dist |
| 4. Nearest Airport. | : Cochin International Airport, Nedumbassery |
| 5. Accessibility. | : Site is accessible by road, rail & air. |
| 6. Contract Period | : 3 years w.e.f. 01/10/2022 and extendable for another six months |
| 7. Tender Fee
(Non refundable) | : Rs.700.00 (Rupees Seven Hundred Only) |
| 8. Earnest Money Deposit
(Vendors can avail Tender Fee & EMD exemption on producing Valid MSME certificate) | : Rs.8,600.00 (Rupees Eight Thousand Six Hundred Only) |
| 9. Tender document issuing and
receiving authority | : Asst. General Manager (C&M)
TELK, Angamaly South P.O.
PIN- 683573,Ernakulam Dist.
Kerala, India |
| 10. Last date and time for submission of Bids | : 20/08/2022, Time up to 12.00 PM |
| 11. Date and Time of Techno-Commercial Bid opening: | 22/08/2022, Time at 02.00 PM |
| 12. PBG/Security Deposit | : 3% of the total basic contract value |
| 13. Bid Validity | : 90 days, min from the bid opening date. |



14. The following are the tender documents:

1. ANNEXURE - 1 : Scope of Work and Special Conditions of Contract to Bid Doc No. TELK/C&M/EDP/MSH/291/2022 - 6 pages.
2. ANNEXURE - 2 : Pre-Qualifying Requirements to Bid Doc. No. TELK/C&M/EDP/MSH/291/2022 - 1 page.
3. ANNEXURE - 3 : Rate Schedule TELK/C&M/EDP/MSH/291/2022 - 1 page.
4. ANNEXURE - 4 : TELK bank account details for NEFT payment of tender fee and EMD.
5. ANNEXURE - 5 : Checklist of Commercial terms & conditions - 1 page.

NOTES :

- (1) The techno-commercial and priced quotations shall be submitted either in sealed cover or emailed to **telktenders@gmail.com** so as to deliver before the due date. Tender reference number shall be super scribed on the sealed envelope or mentioned in the email subject. Quotations emailed to any other email addresses of TELK are liable to be rejected. A message confirming participation in the tender may be emailed to **contracts@telk.com**.
- (2) Tender Fee and EMD shall be submitted separately either by means of DD drawn in favour of TELK, Angamaly or by NEFT to the bank account of TELK (see annexure-4). MSME certified companies are exempted from paying the tender fee and EMD by submitting valid MSME/Udyog Adhar certificate. The demand drafts or the transaction slip (in the case of NEFT payment) shall be submitted along with the bid.
- (3) The bids received will be subjected to techno-commercial evaluation by TELK and price bids of only qualified bidders will be considered.
- (4) All tender documents with signature and stamp of the bidder shall be submitted along with technical bid as a token of its acceptance.
- (5) The criteria for financial evaluation of the bid and deciding the lowest bidder will be the net cash out flow of TELK.

Thanking you,

Yours Faithfully,
For Transformers and Electricals Kerala Ltd.

Angamaly,
05/08/2022



[Signature]
C. ELSY

ASSISTANT GENERAL MANAGER (C&M)

[Signature]
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REVIEWED

SCOPE OF WORK & SPECIAL CONDITIONS OF CONTRACT

1. INTRODUCTION

Transformers & Electricals Kerala Limited (TELK) is a Joint Venture of Government of Kerala and NTPC Limited. TELK manufactures High Voltage Power Transformers (up to 315 MVA, 420 kV) and other equipments (CT, PT, Bushings) up to 420 kV class. The company has its Corporate & Registered office at Angamaly South, Ernakulum Dist., Kerala - 683573.

Presently TELK uses Google Workspace (G-Suite Basic plan) Solution consisting 60 User licenses with 30 GB per mail box. TELK intends to continue with the Google Workspace Basic plan and hence we invite competitive bids from authorized and eligible “Google Workspace (G-Suite Basic plan) Solution Providers” offering services as detailed in the Scope of Work.

2. ELIGIBILITY CRITERIA

- a) The Bidders shall be the Authorized distributor / Service provider of Google Workspace (G-Suite Basic plan) Solution. The Bidders shall furnish a letter from the OEM authorizing the Bidders to implement the proposed Solution against this specific tender.
- b) The Bidders should have successfully completed at least 2 (Two) projects – proposed G-Suite solution (Implementation & Annual Maintenance) with minimum 40 email users per project in last three (3) years ended on March 2022. Among the three projects minimum 1 (one) project shall be with Govt./State departments/PSU/Public companies (registered under the Companies Act) in Kerala.

Copies of the following documents are required for 2 (Two) projects.

1. Purchase Order/ Work Order /Agreement signed with the client.
- c) The Bidders shall have Service Centers at Kerala State to ensure immediate resolution of any breakdown. The Bidders may submit the address and details of the service centers at Kerala.

3. SCOPE OF WORK

3.1 General

- I. Implementation and Annual maintenance of Google Workspace (G-Suite Basic plan) – 45 Nos. for TELK.
- II. Maintaining the above service with 24X7 technical support for a period of 3 years (October, 2022 to October, 2025) from the commencement of contract and providing 99.9% uptime.
- III. Co-ordination with existing Contractor to switch over from the existing server to the new Server will be the responsibility of the successful bidder. TELK shall facilitate support from Domain (telk.com) Registrar if required.
- IV. The data Migration without any loss shall be the responsibility of the successful bidder. The data on 45 Mail boxes shall be completely transferred to new Server by the successful bidder. The list of Email IDs will be provided.
- V. TELK will not bear any other cost related /cost for Softwares/licenses/Hardware associated with this project other than the cost of the proposed mail solution specified in the Bid.



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3.2 Requirements

The offered solution shall satisfy the following requirements :

- a) Service shall be available with 99% uptime. Mail Service is considered to be disrupted if it is not available for more than 30 minutes. The down time allowed in a quarter is 3 hours maximum. TELK will impose a penalty at the rate of 2% of the value of the quarterly billing amount for every additional downtime hour (beyond 3 hours), subject to a maximum of 10% of the value of the quarterly billing amount.

Exclusions :

The downtime due to following situations will not be considered for the purpose of calculation of penalty :

- i) Scheduled maintenance by service provider with prior intimation to TELK.
 - ii) Force majeure events.
- b) The Contractor shall provide service support on 24x7 basis.
- c) The Contractor shall provide Control Panel during the entire period of contract for managing the mail solution. TELK administrator shall be able to create new email boxes, delete an existing email box.
- d) Security Features :
 - 1. Shall be having necessary protection from hacking, different kinds of attacks/vulnerabilities.
 - 2. Suitable IT security measures/solutions like firewalls, Intrusion Detection System (IDS), Intrusion Prevention System (IPS) shall be available for protection of mail solution.
 - 3. Mail Solution shall be integrated with reputed anti-virus/ anti-spam software for protection from viruses/spam/malicious attacks.
 - 4. Mail Solution shall be protected from Denial of Service Attacks.
 - 5. Mail Solution shall not deliver email with virus infection.
 - 6. The Contractor must take all precautions to ensure that the domain of TELK should never be blacklisted.
- e) The Contractor shall maintain routine daily backup for mail boxes. Backup of Mails every 24 hours to be maintained by the Contractor. The mails are to be restored within 2 (two) hrs in case of any failure.
- f) The total mail boxes requirement will be 45 Nos. and email facility shall be scalable up to 50 Nos. (Maximum). The new Mail Account will be created as per TELK requirements.

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- g) Mailbox with storage space of 30 GB (minimum) shall be provided. Provision for increasing the storage space shall also be provided.
- h) Full featured filtering of SPAM / Junk mails before delivering in mail box.
- i) Email features like Manage email accounts, POP3 & IMAP email accounts, SMTP outgoing mail server, unlimited email forwarding, custom mail filtering, email auto responders, mail delivery notification shall be made available to every user.
- j) E-Mails shall be delivered to the recipients within a period of 2 hours (Maximum).
- k) The Contractor shall ensure that genuine mails sent to users should not get classified as junk mail or spam mail by leading E-Mail service providers like Gmail, yahoo, Hotmail etc.

4. TERMS & CONDITIONS**4.1 Performance Bank Guarantee / Security Deposit :**

The successful bidder within 15 days after receipt of work order is required to furnish a Performance Bank Guarantee/Security Deposit for an amount equivalent to 3 % of the Total Basic Order Value valid for 3 years period (excluding taxes & duties). The contractor shall also enter into a contract agreement with TELK, Angamaly within 15 days of date of award of contract.

- i) Demand Draft drawn in favour of TELK, Angamaly.
- ii) Bank Guarantee in prescribed Format by TELK issued by Scheduled banks.
- iii) Fixed Deposit Receipt issued by Scheduled Banks. The FDR shall be in the name of the contractor with lean marked to TELK duly endorsed by the Bank authority.
- iv) The EMD of the successful bidder will be refunded only after submission of the PBG/Security Deposit.
- vi) The EMD and Security Deposit will not carry any interest.
- viii) PBG/Security Deposit will be refunded to the contractor only after successful completion of the contract period and on certification by the Engineer In Charge of the contract.

4.2 Rate of the Contract :

- i. The price quoted for the project Implementation & Annual Maintenance shall remain firm during the whole contract period (3 Years) and request for escalation of rates will not be considered under any circumstances.
- ii. No cost either on parts, software or for labour or for visit charges, or for any services for providing mailing solution will be paid extra. Everything has to be included in the quoted cost of the mailing solution.
- iii. New email accounts (other than 45 Nos.) created as per our requirement, shall be available at the same rate quoted on bid for the entire period of contract.



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4.3 GST & Statutory deductions :

- a) The rate quoted shall be exclusive of GST and applicable GST will be paid extra on producing documentary evidence.
- ii) The contractor shall be a registered person under GST and shall issue B2B invoices for the service contract. The contractor shall be regular in filing of GST returns and in case of defaults, the GST will be retained to avoid ITC losses to TELK.
- iii) Statutory deductions like TDS as per section 194C of IT Act 1961 and TDS as per section 51 of GST Act will be deducted at applicable rates. Any other deductions wherever applicable will also be deducted from the bill of the contractor as per applicable rules.

4.4 Payment Terms :

The Contractor may raise the Bill on quarterly basis upon providing effective services as per the contractual terms in the above said quarter and the payment will be released within 45 days after receipt of the Bills certified by the Engineer In Charge of the Contract.

4.5 Completion Period:

The implementation of the services as per the scope of work shall be completed by 04.10.2022. In case of any delay, TELK will have the right to recover by way of penalty @ 1% of the contract value per week beyond 04.10.2022, subject to maximum of 10% of the contract value (excluding taxes & duties).

In case the delay exceeds 14 days TELK reserves the right to cancel the order and forfeit the Earnest Money Deposit (EMD) & PBG received from the bidder.

4.6 Period of Contract:

The contract shall commence from the date TELK starts using the Bidder's hosting services. The Contract period will be three (3) years from the date of commencement. TELK reserves the right to extend the contract for a further period of six months at the same rates and conditions if desired to do so.

4.7 Stabilization period:

The mail solution shall not experience any failure for a period of 1 (one) month after implementation.

4.8 Penalty:

The Contractor shall provide uptime and availability guarantee of 99.9% across 24X7 on monthly basis for all the services as per the scope of work mentioned in the tender documents.

The services shall be available with 99% uptime. Mail Service is considered to be disrupted if it is not available for more than 30 minutes. The down time allowed in a quarter is 3 hours maximum. TELK will impose a penalty at the rate of 2% of the value of the quarterly billing amount for every additional



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downtime hour (beyond 3 hours), subject to a maximum of 10% of the value of the quarterly billing amount

Exclusions:

The downtime due to following situations will not be considered for the purpose of calculation of penalty:

- i) Scheduled maintenance by service provider with prior intimation to TELK
- ii) Force majeure events

4.9 Data Rights :

The ownership of any data related to the various services under the purview of this project lies with TELK, during the entire duration of the project. Upon completion of the project and/or termination of the contract, the contractor needs to ensure that complete data is made available to TELK.

4.10 Intellectual Property Rights :

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods/software or any part thereof, the contractor shall expeditiously extinguish such claim. If the contractor fails to do so and TELK is required to pay compensation to a third party resulting from such infringement, the contractor shall be responsible for the compensation including all expenses, court costs and lawyer fees. TELK will give notice to the contractor of such claim, if it is made, without delay.

4.11 Termination of Contract :

- a) TELK reserves the right to terminate the agreement/contract at any time by giving a written notice of termination 14 days in advance. At the end of the contract period or in the event of termination/cancellation of the contract, the Contractor shall assist in smooth migration of the mail boxes.
- b) TELK may, without prejudice to any other remedy for breach of contract by written notice of default sent to the contractor, terminate the contract in whole or in part, if the contractor fails to perform any other obligation(s) under the contract.
- c) TELK reserves its right to terminate the contract in the event of contractors repeated failures to provide the services as per tender document.

4.12 Consequences of Termination:

In the event of TELK terminating the Contract in whole or in part, TELK at its sole discretion may engage another Contractor at the risk and cost of the defaulting contractor for providing services similar to those undelivered upon such terms and conditions as it deems appropriate and the defaulting Contractor shall be liable to TELK to compensate the additional costs in arranging such similar Services. All the financial losses incurred to TELK by engaging a new contractor will be recovered from the defaulting contractor from the EMD/PBG and the Bills.



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4.13 Force Majeure :

The contractor shall not be liable for penalty, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.

4.14 Sub Contract:

The contractor shall not subcontract the project to other parties.

4.15 Governing Laws:

The parties shall submit themselves to the exclusive jurisdiction of the Courts at Ernakulum District in respect of any dispute arising out of this contract.

5. Engineer In Charge :

Smt. Anju. M.S.
Manager (IT & Stores)
TELK, Angamaly
Mob : 9388167023
email : edp@telk.com



**PRE-QUALIFYING REQUIREMENTS
TO BID DOC No.TELK/C AND M/EDP/MSH/291/2022**

Contract : Mail Server Hosting

Sl.No.	Qualifying Requirements	Bidder status
1	The Bidders shall be the Authorized distributor / Service provider of Google Workspace (G-Suite Basic plan) Solution. The Bidders shall furnish a letter from the OEM authorizing the Bidders to implement the proposed Solution against this specific tender.	Yes/No (Furnish supporting documents)
2	The Bidders should have successfully completed at least 2 (Two) projects – proposed G-Suite solution (Implementation & Annual Maintenance) with minimum 40 email users per project in last three (3) years ended on March 2022. Among the three projects minimum 1 (one) project shall be with Govt./State departments/PSU/Public companies (registered under the Companies Act) in Kerala. Purchase Order/Work Order /Agreement signed with the client for the above two projects shall be furnished as supporting documents.	Yes/No (Furnish supporting documents)
3	The Bidders shall have Service Centers at Kerala State to ensure immediate resolution of any breakdown. The Bidders may submit the address and details of the service centers at Kerala.	Yes/No (Furnish supporting documents)
NOTES :		
1	The supporting documents for the details furnished above shall be furnished.	
2	The bids received will be subjected to techno-commercial evaluation by TELK and price bids of only qualified bidders will be considered.	



Authorized Signatory

RATE SCHEDULE TO
TO BID DOC No.TELK/C&M/EDP/MSH/291/2022

Sl. No.	Description	Unit	Basic unit rate (without GST) (Rs.)
1	Google Workspace (G-Suite Basic plan) – 45 mail with control panel to manage accounts including Maintenance of Email during the first Year.	Per mail box	
2	Annual Maintenance Charge of Google Workspace (G-Suite Basic plan) Solution Service for the Second Year.	Per mail box	
3	Annual Maintenance Charge of Google Workspace (G-Suite Basic plan) Solution Service for the third Year.	Per mail box	
4	Total Amount (without GST)		
5	Applicable GST	%	



Authorized Signatory with Seal



राजकीय बँका
भारतीय स्टेट बँक
STATE BANK OF INDIA

Date: 23.11.2018

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s Transformers and Electricals Kerala Ltd, Angamaly, Ernakulam, Pin-683572 is maintaining a Cash Credit Account with us Account no 57060281793 since 1984.

Bank Account Details of M/s Transformers and Electricals Kerala Ltd

Name of Bank	STATE BANK OF INDIA
Bank A/c Nr.	57060281793
Bank address	STATE BANK OF INDIA ANGAMALLY BRANCH KALLOOKARAN TOWERS ANGAMALLY P.O. 683572
Branch Code	70157
9 Digit MICR code	683002902
IFSC Code for Bank Branch RTGS Mode	SBIN0070157
IFSC Code for Bank Branch NEFT Mode	SBIN0070157
SWIFT Code	SBININBBT18
GSTN	32AAACT6205D1ZZ

This certificate is issued as per request from customer.

Yours Faithfully

For STATE BANK OF INDIA
Kalra & Rao
प्रबंधक/Manager



Chief Manager
अंगमाली शा. एरणाकुल/Angamaly Branch, Ernakulam



STATE BANK OF INDIA
☎ +0484-2459454

अंगमाली शाखा

अंगमाली शाखा

Angamally Branch

Commercial Terms & Conditions Tender Ref No. :TELK/C&M/EDP/MSH/291/2022		
Sl.No.	Particulars	Reply by Bidders
1	Submission of Tender Fee	Yes/No
2	Submission of Earnest Money Deposit	Yes/No
3	Submission of Valid MSME certificate, if applicable	Yes/No
4	Applicable GST (%)
5	Submission of all Tender Documents duly signed & stamped for its acceptance	Yes/No
6	Bid shall be valid for 90 days from the date of opening of tender.	Yes/No
7	The rates shall be firm and valid up to 3 years with effect from the beginning of contract as well as during the extension period.	Yes/No
8	Acceptance of the specified payment terms	Yes/No
9	Acceptance of Technical Specification /All other Terms & Conditions	Yes/No
10	Deviations/Remarks from the specifications/terms & conditions if any shall be submitted as separate PDF document along with Cover-1	Yes/No (Document if any shall be attached separately)
11	Submission of Annexure-2 along with supporting documents for fulfilling the Pre-Qualifying Requirements	Yes/No
12	Maximum time schedule for mobilizing the work from the date of receipt of intimation from TELK days
13	Readiness to submit contract agreement and PBG/Security Deposit in the event of placing the work order as per the terms & conditions	Yes/No
14	Contact details of the contractor (Name, address, Tel. No. Mob. No. email ID etc)	



Authorized signatory with seal