

Scope of works:

The scope of work covers the Renewal/ Purchase of Annual Subscription based License (s) of Google Workspace for Business- Starter Edition for 300 nos. of email accounts including necessary support for RECPDCL for one year.

Note: -

- The validity of the license of Google App/Suite for business shall be calculated from the date of commissioning in case of new email accounts and date of renewal in case of existing email accounts subject to the verification of RECPDCL.
- Separate order/release order shall be released for additional email accounts which shall vary up to 50% of the initial/original purchase order value based on the requirement in future & at sole discretion of RECPDCL through offline mode, at rate quoted by selected bidder and same terms & conditions till the contract period as well as for extended period as the case may be.

Selected bidders shall be responsible for the following activities:

- i. Renewal of annual subscription for existing email accounts of Google Workspace for Business- Starter Edition.
- ii. The bidder shall be responsible for all kind of migration activities required for the existing email accounts as per the list provided by RECPDCL to ensure the successful renewal/commissioning of the same.
- iii. Creation of new email accounts of Google App/Suite for Google Workspace for Business- Starter Edition for email account as per the requirement and list provided by REC PDCL.
- iv. Providing Admin Level training for email account management activities like account creation, deletion, suspension, creating workgroups, aliases, backup, archival and restoration of data.
- v. Providing 24*7 Technical supports (Telephonic/ Remote/ Onsite) for any kind of query raised by users.
- vi. The selected Vendor should offer 24x7x365 days uninterrupted service as per Scope of work and Terms & conditions.
- vii. Configuration & Integration of Email accounts with Domain Server.
- viii. Migration of all existing email accounts with zero data loss.
- ix. To provide reports as per RECPDCL requirement, alert notification if any security breach and exhaust of data storage space.
- x. The vendor should provide a relationship manager to handle all support services and should be capable of resolving any service deficiency / issue which we can escalate and get resolved to our satisfaction.

Performance standard and Service Level parameters:

- a. **Uptime Guarantee:** The bidder must have to ensure Up-time for their services of Google Workspace for Business- Starter Edition for each email accounts, as per the Google standard SLA guarantee.
- b. **Response and Resolution Time:**
 - Response Time: Maximum Two (2) hours response time for any reported fault.
 - Resolution Time: Maximum Four (4) hours resolution time.
- c. **Penalty for non-compliance:** In case the Up-time commitment is not met, same shall attract a penalty as per the GeM General Terms & Conditions.

Additional Terms & Conditions

Experience/Eligibility Criteria:

- **Average Annual Turnover Criteria: the minimum:** Average annual financial turnover of the bidder during the last four years should not be less than 70% of the estimated cost of tender. Accordingly, criteria for the Average Annual Turnover for the bidder, may also be selected in the GeM portal based on the availability/standard practices/terms & conditions at the time of bid creation in GeM Portal.
- **Authorization/Consent from Google:** The bidder should be a Google authorized partner/distributor for license of Google App/ Suite/Workspace for Business- Starter Edition as per the requirement & scope of work as on the date of release of tender/bids on GeM Portal. Accordingly, bidder is required to submit Authorization certificate/Consent from Google either through GeM Portal/ eMail.
- **Past Performance:** The bidder should have successfully executed similar contracts of distribution of license of Google App/ Suite for Works/ Business/Workspace for Starter/Business/Enterprise edition for any Central/ State Government/ Semi Government/ Public Sector/Private Sector in last four financial years in either of the following:
 - (i) Single work order/Contract Value of 80% of the estimated price
 - OR
 - (ii) Two work orders/Contract Value each of 50% of the estimated price each.

Clarification of Bids: During evaluation of the bids, RECPDCL may seek the clarification from the Bidder through GeM portal or eMail or offline mode at its discretion of RECPDCL. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.