

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: Average annual financial turnover of bidder during last 4 years should not be less than 70% of the estimated cost & need to submit audited balance sheet of the respective financial years with summary as cover page on company letterhead & certificate to this effect from CA.

Authorization/Consent from Google: Bidder should be authorized partner/distributor for Google App/Suite/Workspace license on the date of release of tender & need to submit Authorization certificate/Consent for this tender from Google 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.

Accordingly bidder should submit copy of (i) Work order (mandatory) & any document out of the following:

- (iii) Payment receipts
- (iv) Proof of release of performance security after completion of the contract
- (v) Proof of settlement/release of final payment against the contract
- (vi) Certificate for successful completion of work/Performance report by the client.

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.