

# CENTRE FOR DEVELOPMENT OF IMAGING TECHNOLOGY (C-DIT)

Chithranjali Hills, Thiruvallom, Thiruvananthapuram-27  
Phone: 0471-2380910, 912 Fax: 0471- 2380681

Ref. No. C-DIT/12/WSD-EMS/18-19/T086A

Dated 16.07.2019

## TENDER TERMS

1. Sealed tenders are invited for the work "Installation of Enterprise Mail Messaging Service". The envelope containing the tender should bear the superscription "Tender for the Installation of Enterprise Mail Messaging Service "and should be addressed to " The Registrar, Centre for Development of Imaging Technology (C-DIT), Chitranjali hills, Thiruvallam, Thiruvananthapuram 695027".
2. A complete set of tender documents may be obtained from the CDIT website [www.cdit.org](http://www.cdit.org). and may be filled in the forms, submit by post/ hand.

**Last date for receipt of tenders is 25.07.2019, 3.00 PM.**

- **The tenders will be opened at 3.30 PM of 25.07.2019 at C-DIT, Chitranjali hills, Thiruvallam, Thiruvananthapuram ,in the presence of the tenderers or their authorized representatives who may be present at that time.**
3. Late tenders will not be accepted. Details of the requirements and the conditions governing the supply can be downloaded from our website [www.cdit.org](http://www.cdit.org)
  4. The Tender Forms should be submitted in sealed cover, super scribed "Offer for Installation of Enterprise Mail Messaging Service" containing 2 sealed envelopes as follows:
    - **Envelope 1** : Superscribed as" Offer for Installation of Enterprise Mail Messaging Service – Technical " and enclose forms Annexure I, II, III, IVand all other relevent documentssto prove the experiece and qualification.
    - **Envelope 2** : Superscribed as" Offer for Installation of Enterprise Mail Messaging System – Financial" and enclose form Annexure V

## **5. SCOPE OF WORK**

To overcome the limitations of existing Messaging Solutions deployed across CDIT, there is a need to set up a mail server for hosting multiple email domains. The proposed EMMS should have the facility to access the mail services over a web-based email system as well as using desktop and mobile mail clients using the POP3, IMAP and SMTP protocols. CDIT need to add domains and corresponding users as per requirement from our clients.

### **Objective**

- Standardization in email addresses.
- Add domains and users as per requirement
- Better establishment of email policy or security policy across the firm.
- To implement sufficient security measures and regular backup of emails to mitigate various risks

## **TECHNICAL REQUIREMENT**

### **6. Mail Messaging Solution should facilitate**

- a) All the features of modern mail servers SMTP / POP3 / IMAP, to access the mail services over a web-based email system using desktop and mobile mail clients
- b) Ensure antivirus, antispam Security (Filter incoming mail for spam and virus)
- c) Prefer free & open source messaging solution.
- d) Configure LDAP server and use it as centralized authentication system for other applications.
- e) Integrate applications to take care of contact management, file sharing, calendaring, and more.
- f) Deliver Mail Messaging System along with complete source code in a docker container.
- g) Create reports against usage – domain/user-wise.
- h) Build multiple administrator functionality.
- i) Provision should be there to limit the number of mails, a user can send in a day or in an hour and the rate at which these mails can be sent.
- j) Provision should be there to insert domain-specific DKIM (domainkeys identified mail) signatures in outgoing mails.
- k) Provision should be there to send bulk mails and ensure these of should not get blocked.
- l) Involve the Technical Team of CDIT in the process of setting up email server and also should give training on all aspects of the EMMS.

m) The mail server should allow C-DIT administrator to do the following:

- Add domains and corresponding users
- Configure domain/user limits and quotas
- View reports of usage - domain/user-wise
- Change passwords
- Monitor server resources and various parameters

## **7 . GENERAL INSTRUCTIONS**

- a) The Bidders are requested to read the tender documents thoroughly.
- b) The Bidder shall duly fill in all the information specified in the Eligibility criteria. In the event of any additional information required by C-DIT other than that specified in the eligibility criteria, the bidder shall duly submit such information within the prescribed time. The Bidder shall submit the Tender Documents duly signed on each page as a part of the bid. It shall be expressly agreed herein by the bidder that he has read and understood the complete Tender Document and other documents / requirements and shall comply with the same except what is stated in specified Deviation / Non-compliance statement format.
- c) C-DIT reserves the right to verify the operation and performance of Projects implemented by the Bidder and the Bidder shall permit C-DIT to do so. C- DIT will evaluate the information submitted by the Bidder with regard to Bidder's capacity.
- d) Bids received with incomplete information / documents shall be rejected. Bids not adhering to Terms, Conditions, Specifications and other details as given in this document may be summarily rejected.
- e) All deviations from the Terms, Conditions and other details of Tender documents should be separately and clearly submitted.
- f) Modification or Withdrawal of Offers is not permissible after its submission.
- g) To assist in the scrutiny, evaluation and comparison of offers, C-DIT may, at its discretion, ask some or all Bidders for clarification of their offers.
- h) Preliminary Scrutiny: Centre for Development of Imaging Technology, C- DIT will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. C-DIT may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all Bidders and C-DIT reserves the right for such waivers.

- i) The Bidder should abide by the terms and conditions specified in the tender document. If Bidders submit conditional offers, they shall be liable for outright rejection.
- j) C-DIT shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. C-DIT reserves the right to make any changes in the terms and conditions of the tender.
- k) The offers containing erasures or alterations will not be considered. Technical details must be completely filled in. Correct technical information of the service being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. C-DIT may treat offers not adhering to these guidelines as unacceptable.
- l) Bidders are not allowed to submit bids in consortium
- m) Bidders are not allowed to subcontract the work in any manner.
- n) The work completion period for development and launch of EMMS shall be 15 days from the date of issuing of work order

## **8. ELIGIBILITY CRITERIA OF BIDDERS**

Bids from those firms which in their individual capacity, satisfy the following eligibility criteria, only will be considered for further evaluation.

- a) The bidder should have a minimum of 5+ years of experience in Implementation and maintenance of Establishing Mail messaging system
- b) The Bidder should have experience in implementing similar solutions for at least 5 organizations with 50 or more email IDs per organization support in English.
- c) The Bidder should have experience in implementing e-mail cluster servers.
- d) Relevant account statements for the last three years (2014-15, 2015-16 and 2016-2017) certified by chartered accountants need to be submitted.
- e) Bidder should have experience in developing and implementing solutions based on open source technologies and provide relevant experience certificate from its clients. The Bidders should have operations in Kerala State with offices in the state, for the past five years.
- f) The bidder shall not have been blacklisted by any PSU/ Government department. Self-declaration need to be submitted.

## **9. OTHER TERMS AND CONDITIONS**

- a) The Bidders are responsible for completing the work to the entire satisfaction of the undersigned or his authorized representatives. In case any defect/ failure is noticed, such item/ work will be rejected at the risk and cost of the bidder.
- b) Tenders shall invariably be accompanied by catalogues and leaflets giving full specifications of technology quoted. Technical particulars and other details of the items offered, 'brand make' and complete specification should be mentioned in the tender as applicable. In the absence of full details and specification, the tenders for the items will be rejected.
- c) The undersigned does not bind himself to accept the lowest tender and reserve himself the rights of accepting the whole or any part of the tender and the bidder shall be bound to execute the same at the rates quoted.
- d) The rate should be quoted for the unit/system shown in the list and tenders which do not indicate this essential information will not be considered.
- e) On taxable items of supply, Tax shall be shown separately and taxes will be paid at the ruling rates applicable.
- f) The rate quoted by the Bidder shall be inclusive of all applicable transportation and installation charges if any at site. Rates quoted by the bidder shall be valid for a period of six months from the date of opening of the tender.
- g) Delivery/ work completion period shall be specifically indicated in the tender and strictly adhered to. Any extension in the delivery/ work completion period after the order is placed may result in cancellation of the order. In case the Bidder became unable to affect supply/ execution of work within the time limit prescribed by C-DIT, the order is likely to be cancelled and items will be arranged by C-DIT from elsewhere and the earnest money deposited along with security deposit collected from the bidder will be forfeited.
- h) The rate quoted for the service shall be final and no enhancement will be allowed under any circumstances. Any enhancement of rate will cause the cancellation of the work order and the security deposit will be forfeited.
- i) All items offered shall conform in all respects to the relevant Indian Standard Specification with up to date amendments wherever applicable.
- j) If the bidder furnishes wrong and/or misleading data, statement(s) etc. About technical acceptability of the goods and services offered by it, its tender will be liable to be ignored and rejected in addition to other remedies available to the purchaser in this regard.
- k) The work has to be completed within 15 days from the date of receipt of confirmed work order
- l) Any dispute / differences between the parties arising out of and in connection with the contract shall be settled amicably by mutual negotiations. Unresolved disputes/ differences, if any, shall be settled by Arbitration and the arbitration proceedings shall

be conducted at Thiruvananthapuram (India) in English language, under the Indian Arbitration and Conciliation Amendment Act, 2015. Unsettled disputes will be referred to courts and courts in Thiruvananthapuram/ Kerala will have exclusive jurisdiction over the same.

10 . **PERIOD OF VALIDITY OF BIDS** - Bids shall remain valid for 180 days after the date of bid opening prescribed by C-DIT.

11. **EVALUATION METHODOLOGY** - Centre for Development of Imaging Technology, C- DIT shall evaluate and compare the bids determined to be substantially responsive. Any effort made by the Bidder to influence C-DIT in the evaluation / contract award decision, may result in the rejection of his bid. Each Bid will be evaluated using the criteria and process outlined below.

- The technical evaluation of Bids shall be carried out first by the C-DIT. Only those Commercial Bids from those bidders who qualify in the technical evaluation shall be considered further.
- The Commercial Bid with the lowest price will be the highest evaluated bid, eligible for further negotiations with C-DIT.

**11.1 EVALUATION OF BIDS** - The Bidding process shall be a two-stage process. Prior to the detailed evaluation of the Technical Bids, C-DIT shall determine whether each bid is (a) complete (b) is accompanied by the required information and documents and (c) is substantially responsive to the requirements set forth in the tender document. A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Tender without any deviation. The decision of C-DIT regarding the evaluation in this regard shall be final and binding on all Bidders.

➤ C-DIT may at its sole discretion, waive any minor or nonconformity or irregularity in a Bid Document, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

➤ The T e n d e r Evaluation C o m m i t t e e may c h o o s e to c o n d u c t technical negotiation or discussion with any or all the Bidders.

➤ The Bidder may have to demonstrate an EMMS designed by them during the Technical presentation

➤ The Scoring for Technical Evaluation will be as under

SI No	Criteria	Score	Maximum Score
1	Years of Experience in the industry. Company shall produce the years of experience certificate from work orders and certificate from Chartered accountant.	5 Marks/ year	25

2	Experience in Handling Government projects. Company shall show case the experience with the work orders and certified by chartered accountant	10 Marks/ Year	50
4	Demo/ Presentation by the bidder, with the criteria, specified as per the tender document.	20 marks	20
5	Understanding the requirement	5 marks	5

- Based on the results of the Technical evaluation, C-DIT shall then proceed to open and evaluate the Commercial Bid of those Bidders who qualify in the Technical evaluation. The Commercial evaluation will take into account the information supplied by the Bidders in the Commercial Bid, and the same shall be evaluated in accordance with the evaluation criteria specified in the tender document.

**12. CONTRACT TIME PERIOD:**

- The services under the contract for “Implementation and Maintenance of EMMS” will be provided for one year from the date of setting up of the solution.
- Contract period for update and maintenance will be one year thereafter.
- The bidder is not authorized to terminate the agreement before its maturity.

**13. PAYMENT TERMS:**

- 80% of the total cost shall be paid after successful Implementation of EMMS
- Balance 20% of the total cost shall be paid after successful completion of one year OR on against submission of bank guarantee for equivalent amount.

14. **GUARANTEE/ WARRANTY** - All programming and installation as delivered shall carry a one-year warranty. All the source code and credentials should be handed over to C-DIT.

15. **SIGNING OF AGREEMENT** - The Bidder shall execute an Agreement with C-DIT within 7 days from the date of work order.

16. **Authority:** The authority for the acceptance of the tenders rests exclusively with the C-DIT. The C-DIT does not undertake to accept the lowest or any particular tender or to assign any reason whatsoever for the rejection of any tender.

17. At any time prior to the deadline for submission of tenders, the C-DIT may, for any reason deemed fit by it, modify/amend the tender documents by issuing suitable amendment(s)/ corrigendum's to it. Corrigendum to this tender shall be published in the site [www.cditi.org](http://www.cditi.org). Prospective bidders are advised to regularly visit the website: [www.cditi.org](http://www.cditi.org) to keep track of corrigendum, if any.

18. In case of doubt: If the bidder have any query on technical specifications or on terms & conditions stipulated above, please send your queries to [cdit@cdit.org](mailto:cdit@cdit.org).

19. **Last date for receipt of tenders is 25.07.2019, 3.00 PM**

**Sd/-  
REGISTRAR, C-  
DIT Dated:  
16.07.2019**



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Dated 16.07.2019

## Annexure I - Deviation Statement

### Deviations from Technical Specifications and Terms and Conditions

Sl.No	Technical Specification in the Tender document and reference paragraph	Deviation offered	Reasons for Deviation
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Authorized Signatory of Bidder

Company Seal

Date

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## Annexure II - Bidder Profile

(All details in appropriate columns should be filled-in. Incomplete details will entail rejection)

1. Name of Individual / firm :
2. Address :
3. Contact number :
4. Fax :
5. E-mail :
6. Year of establishment of Company :
7. Work experiences :
8. List of Clients with address and telephone numbers to whom the individual/firm has been rendering similar services for the last five years.

### 10. Contact Person

- Name :
- Designation :
- Phone :
- E-mail :

(Attach the Copies of PAN Card and Firm Registration certificate)

Authorized Signatory of Bidder

Company Seal

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## **ANNEXURE III - UNDERTAKING FOR NOT BLACKLISTING**

(To be submitted in the Bidder's letter head)

I/We having our office as mentioned below and declare that I/we have never been blacklisted by any State Government/Central Government or any State/Central PSUS as on the date of bid submission.

Authorized Signatory of Bidder

Company Seal

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## Annexure IV - Compliance Statement

SI NO	EMMS	COMPLIANCE
1	The proposed mailing Solution should be Opensource and provide access of mails via secured internet access and mobile.	
2	The bidder should provide the proposed detailed Mail Messaging Solution Architecture	
3	The proposed mailing solution should support minimum 200 users and scalable up to 1000 users.	
4	The proposed messaging solution should provide administrators an interface to view and manage all the user's configurations from a single application. These include user information, quota etc. If a person leaves the organization then he shall be denied log-in to the mail id allotted to him, at the same time provision should be there to map this mail id to another user for receiving mails.	
5	The proposed messaging solution should support multiple domains on a single system and support standard protocols like POP3/IMAP/HTTP and SMTP.	
6	The directory server proposed with the messaging solution should provide user's authentication using LDAP	
7	All Web mail functionality should be accessible through all supported web browsers including Mozilla Firefox, Google Chrome etc.	
8	The proposed messaging solution should support auto address completion including stored email addresses as they are being typed, including a dynamically updated selection dialog when multiple addresses match	

9	The proposed mailing solution should have the option to set the number of mail entries from 10 to 50 in a single page.	
10	The proposed mailing solution should have the ability to keep the copy of all the mails in the server even if it is deleted by the user from his in-box and trash.	
11	The proposed mailing solution should have the ability to add signature to email messages	
12	The proposed messaging solution should allow users to choose from recipients stored in personal Address Books , shared Address Books or the Global Address List.	
13	The User should be able to change their password and Change of Password at regular interval feature should be provided	
14	The Gateway Antivirus & Antivirus solution should provide Antispam, Antivirus and content filtering protection for the SMTP gateway.	
15	The Antivirus and Antispam solution should be integrated with Mail Messaging Solution.	
16	The SPAM prevention component should analyze/scan mail on the basis of the techniques like rule Based SPAM filtering; Signature Analysis - Signature based analysis.	

Authorized Signatory of Bidder

Company Seal

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## **Annexure V - Commercial Bid**

(To be submitted in separate Envelope – Commercial Offer/ Bid)

To,  
The Registrar  
Centre for Development of Imaging Technology (C-DIT)  
Chithranjali Hills, Thiruvallam.P O,  
Thiruvananthapuram, Kerala - 695 027

Dear Sir,

**Sub:** Installation, integration and implementation of EMMS

**Ref:** Your Tender No. **C-DIT/12/WSD-EMMS/18-19/T086A** dated **16.07.2019**

Referring to your above letter calling for quotations, we submit hereunder the price bid for Installation, Integration and implementation of EMMS as per the specifications given in Annexure V.

SI No	Item Details	Cost Price of System /Service with onsite implementation charges. (Inclusive of Taxes)
1	Charges for installation and deployment of EMMS in Virtual Machine	
2	Charges for one day training programe on setup of EMMS	
3	Annual Maintanance charges after one year	

Further, we declare that all the terms and conditions as per the Bid document were read by us and we are agreeable to all the terms and conditions

Authorized Signatory of Bidder

Company Seal

Date