



Maharashtra State Electricity Distribution Company

Limited Tender No: CGM-IT/EMAIL/2023-24/019

Version: 1.0

Date:02/11/23

BID NOTICE

The Chief General Manager (IT), on behalf of Maharashtra State Electricity Distribution Company Limited (the Employer), hereby invites online bids from the eligible bidders for Procurement of Subscription Based Enterprise Email Solution for MSEDCL for The Period of 3 Years The entire bidding document is available on MSEDCL's e-Tender portal <https://etender.mahadiscom.in> as per the dates indicated below.

Calendar of Events Event	Date and Time
Begin Sale of RFP Document	02-11-2023
Date of submission of pre-bid queries	07-11-2023
Date and time of Pre-BID Meeting	08-11-2023 at 15.00 Hrs.
Date and time of submission of Bids	24-11-2023 at 17.00 Hrs.
Date of Bid Opening	24-11-2023 at 17.15 Hrs.

Any changes in the Bid Schedule, corrigendum etc. shall also be notified via MSEDCL's e-Tender portal. Prospective bidders are therefore requested to regularly check the MSEDCL's e-Tender port for any updates.

Tender Fee: 5900/- (including GST) via ONLINE PAYMENT ONLY (Non-Refundable)

Bid Security: The bid must be accompanied with Bid Security for an amount equal to **INR 3,26,860/-** (Rupees Three Lakh Twenty Six Thousand Eight Hundred Sixty Only) for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only. The bid security can be paid online on eTendering portal or can be in the form of Online Deposit or Demand Draft or an Unconditional Bank Guarantee from any Nationalized / Scheduled Bank in favor of the Maharashtra State Electricity Distribution Co. Ltd., payable at Mumbai as mentioned in details in Tender Document (RFP). The BG/DD EMD (original copy) should be submitted to this office on or before submission date and time.

Pre-Bid meeting for the above tender is scheduled on 8th Nov 2023 at 15.00 Hrs. All pre-bid queries are required to be submitted on or **before** 07/11/2023 by Bidders on emailtender@mahadiscom.in

Pre- Bid Meeting Venue: Online (Through Video Conferencing)

VC Link: <https://meet.google.com/xqb-yzup-niw>

Submit the pre-bid queries in format given in Annexure 12 of Tender document.

Bidders Pre-Qualification criteria

- i. The bidder must fulfil all of the following:
 - a. A company incorporated under the Indian Companies Act, 2013 or any other previous company law as per section 2 (20) of the Indian Companies Act 2013/ Partnerships Firm registered under the Limited Liability Partnerships or Partnership Act
 - b. Registered with the Income Tax (PAN) and GST (GSTN) Authorities in India with active status
 - ii. The bidder must have an average annual turnover from IT operations of not less than INR 2 crore (Two Crores) for each of the three financial years (FY 2020-21, 2021-22 and 2022-23) from IT software services / email services
 - iii. The Net worth of the bidder at the end of each three financial years (FY 2020-21, 2021-22 and 2022-23) should be positive.
 - iv. Bidder Should have experience of executing cloud-based email solution for minimum 3 clients / work orders within past 5 Years as on bid date submission, The Bidder should have executed similar works as follows:
 1. One work order/Contract costing not less than Rs. 2.6 Crores
OR
 2. Two work orders/Contracts costing not less than Rs. 1.63 Crores each
OR
 3. Three work orders/Contracts costing not less than Rs. 1.30 Crores each.
- Note :
1. Out of 3 clients /work order at least one clients / work order should be from State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU
 2. Multiple work orders for the same contract from the same client will be considered as single project. In such cases, the cost of the project will be the sum of the value of all such work orders in a project
- v. The bidder should have at least 10 technically skilled employees based in India on own pay roll of the company.
 - vi. Bidder must possess valid latest certifications of the following
 - A. ISO 9001
 - B. ISO 27001
 - vii. The Bidder shall submit the undertaking that their entity: -
 - a) Has not been under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason as on date of bid submission.
 - b) Has not been insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.

- viii. The Bidder should have a permanent office in India and must be operating for at least from last 5 years as on bid publishing date.
- ix. The Bidder must provide authorization from OEM of proposed email solution
- x. The Primary and DR Data Centre (Cloud) from where the email and related solutions to be offered shall be physically located in India and should be MeitY Empaneled. All the data reside in India only

Brief Scope:

The Scope of Work (SOW) for Procurement of Subscription Based Enterprise Email Solution for MSEDCL for The Period of 3 Years has been detailed below:

1. Subscription Based Email Service & Bulk Email Solution Licenses

- a. Annual Subscription licenses for MSEDCL are to be provided as under:

Subscription Based Email Solution		
Sr No	Item Description	Quantity
1	100 Gb Mailbox	500
2	25 Gb Mailbox	4000
3	5 Gb Mailbox	5500
4	Bulk Email	3 Years
5	Email Security	All email boxes
6	Support	3 Years

- b. While MSEDCL would wish to have mahadiscom.in as its domain for the above accounts, the subsidiaries would have different domains as per its nomenclature and the same shall be provided by the bidder.
- c. A provision to upgrade the subscription licenses to higher plans anytime during the contractual period should be available within the service
- d. A provision to delete excess number of subscription licenses that may arise owing to retirements, resignation, etc., and accordingly the licenses cost should be revised on monthly basis
- e. A provision to add new subscription licenses should be available during the contractual period at the same cost.
- f. The Licenses and Subscription Services must be Proposed under Enterprise Agreement

With OEM.

- g. Any other service/ features added/bundled to proposed plans by OEM during the contract period shall be delivered unconditionally and free of cost to MSEDCL.
- h. The Data Centre hosting the Cloud/ Solution including Disaster Recovery (DR) and Business Continuity Plan (BCP) Data Centers should be located in India, with no network and data sharing/ replication to any other Data Centre outside boundaries of India and cloud should be MEITY empaneled.
- i. Solution should be IPv6 Compliant with dual stack compatibility. Subsequent migration to IPv6 to be done, if required, without additional cost to MSEDCL

- j. Solution should have MIS capabilities with customizable reports, monitoring tool/ dashboard
- k. Solution should have APT, Email gateway and Email Security solution in place.
- l. Bidder will borne all charges for required for cloud infra, connectivity to MSEDCL applications, Data Transfer and all miscellaneous charges to run solution smoothly .

2. General Service Requirements:

- a. **Performance Requirements:** Email Services and Bulk email Service shall be provided with an uptime of 99.9%. In case of failure of service level, penalty will be imposed as per SLA mentioned in this RFP.
- b. **Scalability Requirements:** The service should provide high scalability to accommodate up to 10000 users with all the features/ services enabled for all the users.
- c. **MIS Report Generation Requirements:** The services should provide standard MIS and customized reports for Administrators to monitor and manage the services and real-time view of the status of users, tickets, service health, utilization and usage.
- d. **Audit Trail & Logging Requirement:** The service should maintain and manage the logs for all the necessary services used by MSEDCL.
- e. **Audit logs reporting & Analysis tool:** Log monitoring capabilities to be provided to the MSEDCL and in case of incidents, security breaches, MSEDCL has to be notified in real time. Tools and capabilities to analyze the usage of the licenses/ application functionality to be provided either as part of the services or separately to facilitate these reporting methods.
- f. The bidder will ensure the engagement of OEM to Track Service for Proper implementations.
- g. **Admin Console:** An Admin console of the system needs to be provided to MSEDCL for monitoring of the system performance, uptime details, issues etc.
- h. **Tracking of Resolution of issues:** There should be tools/portal to track and monitor the resolutions of the issues raised by MSEDCL.
- i. Collaborations Apps should be bundled with the email components for MSEDCL and no additional cost should be charged or quoted separately.
- j. **Features of subscription based email Services:** The expected features from the subscription based email Services are listed in the Section D- Detail Technical Specifications

** Refer RFP for more Details*

Chief General Manager (IT),
MAHAVITARAN, Prakashgad, 4th Floor
Plot No G-9, A.K. Marg, Bandra (East),
Mumbai 400 051
Email – emailtender@mahadiscom.in

12.Template for Pre-Bid queries

Bidders shall all Pre-Bid queries in excel in the following format.

Sr. No.	Page No.	Section (Name & No.)	Statement as per RFP	Query by Bidder	Justification for query (if any)

Note:

- a) MSEDCL will organize a pre-bid conference as per Bid data sheet/tender. Bidders are requested to submit the queries in writing as per the above format to reach the MSEDCL well before the conference. Any modifications to the Bidding document which may become necessary as a result of pre-bid conference shall be made by MSEDCL exclusively by issuing Addendum and not through the clarifications of the pre-bid conference.
- b) Any requests for clarifications received after the expiry of the date and time mentioned in the Data Sheet may not be entertained by MSEDCL.
- c) Pre-Bid queries must be sent on emailtender@mahadiscom.in only on or before 07/11/2023 .
- d) MSEDCL is not bound to reply all the queries.
- e) Replies of Pre-Bid Queries shall be published on MSEDCL eTender website.