

NOTICE INVITING TENDERS

**Joining of Users to Active Directory, Consolidation of Existing Domains,
Management of Directory Services/Exchange & Its Components
And Physical IT Asset Verification**

TENDER NO : BL/IT/HO/AD/PT/201718/0014
TENDER DATE : 07/12/2017
TENDER PUBLICATION DATE : 09/12/2017
TENDER DUE DATE : 19/12/2017 (1730 Hours)
**TENDER HOSTING WEB SITE : <https://balmerlawrie.eproc.in>
www.balmerlawrie.com**

PROJECT IN-CHARGE : Shri Sanjeev Kumar Padhee, padhee.sk@balmerlawrie.com
PROJECT MANAGER : Shri Bharat Bhaskar, bharat.b@balmerlawrie.com
ADDRESS : 4th Floor, IT Department, 21 NS Road, Kolkata - 700001

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Disclaimer

The information contained in the Tender document or information provided subsequently to applicants, whether verbally or form by or on behalf of Balmer Lawrie & Co. Ltd. is provided to applicants on terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

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SECTION – A

INVITATION FOR BIDS (IFB)

1. Salient features of the bid

Tender No. & Date	BL/IT/HO/AD/PT/201718/0014, DATED: 07/12/2017
Job	Joining of Users to Active Directory, Consolidation of Existing Domains, Management of Directory Services/Exchange & Its Components And Physical IT Asset Verification
Cost of Tender Document	Nil (Free Download from the tender site)
Tender Publication Date	09/12/2017
Pre Bid requirement of information gathering/ meeting final date	15/12/2017 before 1700 Hours IST Appointment to be taken on/before 14/12/2017 before 1700 Hours IST
Tender Submission Date	19/12/2017 at 1730 Hours IST
Place of Submission of Bid	Techno-commercial Mr Sanjeev Kumar Padhee, Sr. Manager - IT Balmer Lawrie & Co. Ltd, 21, N.S. Road, Kolkata 700 001. Tel : (033) 22225228, Fax : (033) 22225253 Email : padhee.sk@balmerlawrie.com Price Bid https://balmerlawrie.eproc.in
Technical Query	Interested bidder can contact within 14/12/2017 between 11am and 3pm (other than Saturday, Sunday, Holidays) for any technical query over email to bharat.b@balmerlawrie.com
Opening of Tender	20/12/2017 after 10:30 Hrs IST
Bid Security/ Earnest Money Deposit	₹ 5,000/- (Indian Rupees Five Thousand only). – This will not attract any interest. Registered micro and small enterprises shall be exempted from need to furnish EMD, subject to their submission of their registration details
Validity of Bid	180 days from the tender submission date

Balmer Lawrie & Co. Ltd (BL) invites sealed bid from eligible bidders for the “Joining of Users to Active Directory, Consolidation of Existing Domains, Management of Directory Services/Exchange & Its Components And Physical IT Asset Verification” at Balmer Lawrie.

- Interested bidders may obtain further information from the office of Balmer Lawrie & Co. Ltd., 21, N.S. Road, Kolkata 700 001 as mentioned in the Technical Query column.

4. The bidder may download the bidding documents from website at <https://balmerlawrie.eproc.in>. Details of downloading and submission of document is provided in the "Section B - Instruction to Bidders" (ITB).
5. The tender document consists of:-
 - I) Invitation for Bid (IFB)
 - II) Instruction to Bidders (ITB)
 - III) Technical Volume
 - IV) Associated Forms & Schedules
6. It shall be the responsibility of the persons submitting the bid to ensure that the bid has been submitted in the specified formats and as per the terms and conditions of the tender documents and no change should be made therein. In the event of any doubt regarding the terms and conditions / formats, the person concerned may seek clarifications from the authorized officer of BL. In case any tampering / unauthorized alteration is noticed in the Bid submitted from the bidding document available on the BL Website, the said bid shall be summarily rejected and the company shall have no liability whatsoever in the matter. However, deviations, if any, proposed by the bidder may be separately indicated for acceptance in a deviation note or otherwise as proposed by BL.
7. **Mandatory Qualifying Criteria**

Sl.	Mandatory Qualification Criteria	Documentary Evidence
1	Language of bid shall be in English language. In case any document is submitted by bidder in other than English language, authenticated English translation of the same shall be submitted along with the bid. (e.g. citations, etc.).	N/A
2	The offered solution must support all variants of Windows Operating Systems from Windows XP onwards for endpoints and Windows Server 2003 onwards for Servers.	Submit declaration and necessary documentary evidences.
3	The bidder should not have been blacklisted by any Government / PSU agencies.	A self-declaration letter by the Bidder on the Company's letterhead should be submitted along with the technical bid.
4	The bidder should have successfully implemented and managing the proposed Solution for 500 plus PAN India users for at least 1 (one) domestic client / organization with branches distributed across India during the last 2 (two) years from the tender	Submit Citation & proofs (PO copy, Commissioning certificate / documentary proof of installation and commissioning etc.) with relevant information.

	closing date. POC done will not be treated as experience of the bidder.	
5	The bidder must have presence at multiple locations across India.	Details of branch locations across India.
6	The bidder must have atleast 2 MCSA (Microsoft Certified Solutions Associate) Server certified professionals on its permanent rolls, who have 5 years of experience.	CV of MCSA (Microsoft Certified Solutions Associate) Server certified professionals citing the required certification.
7	The bidder to provide 1 certified fulltime technical Support (FTS) professional at our HO on the proposed solution on its permanent rolls, who has 5 years of experience to manage the MS Exchange and AD for 800 plus users.	CV of Fulltime Technical Support professional citing certification for the proposed solution.
8	The bidder should have positive Profit Before Tax (PBT) for each year, during last three consecutive financials ending 31/03/2017 with turnover over INR 20 crores in last financial year.	Submit Certified / Audited Balance Sheet and P&L statement of last three years in support of profitability.
9	The bidder should furnish all relevant documents duly signed and office sealed by authorized signatory, failing which their bid shall stand rejected.	Submit Power of Attorney (PoA) to show authorization of the person.

8. The bidder should furnish the following information (Bidder's profile summary):

A. Background Information			
(Furnish the Details in the Column and provide document wherever applicable)			
Organization Name			
Corporate Office Address			
Contact Person			
Contact Number			
Fax Number			
E-mail id			
Nature of Business			
Kolkata Office Address (If any)			
Contact Person			
Contact Number			
Fax Number			
Email Id			
Number of offices in India			
Network of offices within India that provide sales & support for the scope of work for this tender and manpower of the same.			
Annual revenue in the last three Financial Years in India (Please attach annual reports)			
Does the company have business with any other unit(s) of BL (If yes, attach details).			
Bank Details			
Particulars of Bank Account with IFSC code, Type of Account and Ledger Folio Number to which payments will be made 1. Bank IFSC 2. Bank Name 3. Bank Address 4. Account No 5. Account Type (Current/Saving/etc)	Please attach a copy of the cheque/ cancelled cheque and mention below		
	FY16-17 (₹/Cr)	FY15-16 (₹/Cr)	FY14-15 (₹/Cr)
Turnover (last 3 years)			

	FY16-17 (₹/Cr)	FY15-16 (₹/Cr)	FY14-15 (₹/Cr)
Profit Before Tax			
B. Details of Certificate			
Income Tax	Copy of Registration Certificate / PAN card		
Goods & Service Tax	Copy of Registration Certificate		
Provident Fund	Copy of Registration Certificate		

9. Bidders are expected to submit all necessary documents in support of fulfilment of eligibility criteria. However, in case any further document is found necessary for proper assessment, the bidder shall be requested to furnish the same within five (5) working days from the date of intimation in writing.
10. The bidder must submit a certificate of no conflict through authorized signatory confirming that there would be no conflict of interest with BL. Bids of any Tenderer may be rejected if a conflict of interest between the Tenderer and BL is detected at any stage.
11. A declaration that the bidder is not black listed / banned from business dealings by any Govt. organization or PSU / PSE must be submitted by authorized signatory.
12. Evaluation of bids:

Technical:

BL shall form an evaluation committee who shall score the bids as per the guidance below. The total technical evaluation would comprise of 100 marks with the following breakup:

- a. **Bidders Experience (30 marks)**
- b. **Presentation of deployment planning & service delivery during the Pre-Bid Meeting (60 marks)**
- c. **Additional Technical Qualification Criteria Match (10 marks)**

Commercial

Price bids would be opened after technical evaluation. The price bid of the top 3 technically qualifying bids would be opened. From the eligible bids, based on the Technical evaluation the commercials would be scaled up as per the following:

1. Technical score ≥ 80 marks - TCO = Original TCO * 1.0
2. Technical score ≥ 70 marks and ≤ 79 marks - TCO = Original TCO * 1.1
3. Technical score ≥ 60 marks and ≤ 69 marks - TCO = Original TCO * 1.2

Bid with the lowest Total Cost of Ownership (TCO) would be awarded the Contract/ Purchase Order (subject to all other clauses being fulfilled). The TCO would comprise of elements “A.P1 + A.P2 + A.P3” of the Price Schedule (Annexure III) by taking into consideration the lifecycle operating and maintenance costs for a period of 3 years. If there is a tie on Price, tie will be broken by the higher technical score. If there is a tie on the technical score and price, the tie will be broken through negotiations. The L1 for “Joining of Users to Active Directory, Consolidation of Existing Domains, and Management of Directory Services/Exchange & Its Components” will be based on “A.P1 + A.P2 + A.P3” and the L1 for “Physical IT Asset Verification” will be based on “A.P4 + A.P5”.

13. BL reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to award of the Contract / Purchase Order without assigning any reason whatsoever and without thereby incurring any liability whatsoever to the affected Bidder(s). Mere submission of tender document shall not mean fulfilment of requirements of eligibility of the Bidder(s).
14. No cognizance shall be taken for references by the bidder to various clauses of Contract/ Tenders awarded earlier by BL.
15. Deviations seeking any change in the text of various Clauses or Articles shall not be accepted. Bidder (s) may list deviations, only in respect of intended effect as perceived by them.
16. BL takes no responsibility for delay, loss or non-receipt of documents sent by electronics media /physical media at any time. No financial obligation shall accrue to BL in such an event.

SECTION-B

INSTRUCTION TO BIDDERS (ITB)

1. Ethical Standard

- 1.1 Bidders are expected to observe the highest standard of ethics during the procurement and execution of this Contract. In pursuit of this policy, BL will reject a proposal for award if it determines that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract.

For the purposes of this provision, the terms set forth below are defined as follows:

- (I) “*corrupt practice*” means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and
 - (ii) “*fraudulent practice*” means a misrepresentation of facts in order to influence the procurement process;
 - (iii) “*collusive practice*” means designs to establish bid prices at artificial, non-competitive levels to deprive BL of the benefits of competition.
- 1.2 By signing the Bid-form the bidder represents that for the software / hardware it supplies, it is either the OEM or that it has proper authorization and/or license from the owner to offer them. Wilful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that BL may take.

2. Cost of Bidding

There will be no cost of the Tender Document.

3. Amendment of bidding documents

BL may at its sole discretion amend the bidding documents at any time prior to the deadline for submission of bids. However in case of such amendment, the Bid submission date may be extended at the discretion of BL. Any amendments/corrigendum, as and when required, will be uploaded only on the website of the company www.balmerlawrie.com and related Govt. of India e-procurement website, where these tender is floated. Interested vendors should regularly visit these websites for any updates.

4. Submission of bids & documents accompanying the bids

Parts I & II shall be submitted in separate covers. **Part III will be submitted online only and no hardcopy should be submitted.** For PART I & II of the bid, the bidder shall prepare one original copy of the bid, clearly marked as “Original Bid”. The bidder should also provide the documents in un-editable mode in the form of soft copy, be marked as “Copy”. In the event of any discrepancy between them, the original shall govern.

Part-I: This part shall be marked as “Part I – Bid Security” and shall not contain any price at all. The Bid Security or EMD, should be placed in a separate envelope within Part I. Tender No. and title should be clearly mentioned on the envelope. Mention tender no, tender title and the bidder name on the backside of the Bid Security or EMD bank instrument (DD/PayOrder).

Part-II (in two Sets): This part shall be marked as “Part II – Techno-commercial bid”, placed in a separate envelope and shall not contain any price at all. **One set of soft copy needs to be provided as well in CD containing a word document of the techno-commercial response as well as an excel file of the duly completed Technical specifications.** Tender No. and title should be clearly mentioned on the envelopes & CD also. Part II should also be submitted in the e-procurement website.

Part II shall comprise of:

- a) Bid form (techno-commercial bid submission letter) – This should be signed by an authorized person holding Power of Attorney to act on behalf of the Bidder.
- b) Power of Attorney (PoA) in original or duly notarized.
- c) Bidder’s Profile, Experience of similar projects, OEM partnership certificate, highest-level support undertaking from OEM , CV of the project manager and indicative CVs of Fulltime Technical Support professionals (ignore if not applicable).
- d) Declaration of not being black listed by Govt. or PSU/PSE and certification of no conflict of interest with BL.
- e) Highest level support undertaking from OEM and declaration that quoted product is not declared End of Life or End of Support in next 5 years (ignore if not applicable).
- f) OEM’s Profile and Experience of similar projects (ignore if not applicable)
- g) Delivery plan & schedule.
- h) Bill of material and quantity with OEM Product and Service part no (ignore if not applicable).
- i) Response and proof pertaining to Mandatory Qualifying Criteria.
- j) Completed technical specifications.
- k) Product brochures (as relevant).
- l) Signed copy of tender document (all pages to be signed and stamped).
- m) Un-priced copy of the price schedule clearly marked “XXX” wherever price is quoted mentioning applicable taxes and duties.

Relevant portions in the documents submitted in pursuance of eligibility criteria shall be highlighted and a summary table containing reference to relevant sections of the response for easy identification of the same. If bid is not accompanied by all the above documents mentioned, the same may be liable for rejection.

Part-III: To be submitted online only. This shall contain filled up price schedule. The price bid shall contain no other terms & conditions other than quoted price and would be submitted online at <https://balmerlawrie.eproc.in> website.

Submission

The Bidder shall seal the original Part-I (Bid Security), Part-II (Techno-commercial bid). The envelopes shall then be sealed in an outer envelope.

The inner and outer envelopes shall

- (a) be addressed to BL at the address given in the “IFB” and
- (b) bear the Invitation for Bids title and number, and the statement “DO NOT OPEN BEFORE-----
----(date) and ----- (time) i.e. the date and time of bid opening mentioned in the “IFB”.
- (c) The envelopes shall indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared “not fit to be opened.”

If the outer envelope is not sealed and marked as mentioned above, BL will assume no responsibility for the bid’s misplacement or premature opening.

Conditions for online bid submission

The bidder shall submit his price bid response through bid submission to the tender on e-Procurement platform at <https://balmerlawrie.eproc.in> by following the procedure given below. The bidder would be required to register on the e-procurement portal <https://balmerlawrie.eproc.in> and submit their bids online.

The bidders shall submit their eligibility and qualification documents, Technical bid, Financial bid etc., in the standard formats prescribed in the Tender documents, displayed in e-Procurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., which is requested in support of their eligibility criteria/technical bids in the e-Procurement web site. The bidder shall sign on the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/ authenticity.

i) Registration with e-Procurement platform:

For registration and online bid submission bidders may contact HELP DESK of M/s C1 India Pvt., Ltd. – 1. Mr. Tirtha Das (Kolkata), tirtha.das@c1india.com , +91-9163254290, 2. Mr. Tuhin Ghosh (Kolkata), tuhin.ghosh@c1india.com, +91-8981165071, 3. Mr. CH.Mani Sankar (Chennai) chikkavarapu.manisankar@c1india.com +91-8939284159 , 4. Ms. Ujwala Shimpi (Mumbai), ujwala.shimpi@c1india.com , +91-022- 66865608 or they can register themselves online by logging in to the website <https://balmerlawrie.eproc.in>. For latest updated list kindly refer to the Helpdesk of EPROC website <https://balmerlawrie.eproc.in>

ii) Digital Certificate authentication:

The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on eProcurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the eProcurement platform. All the bidders who do not have Digital Certificates need to obtain Digital Certificate.

iii) Submission of Hard copies:

Under no circumstances the Price Bid should be submitted in physical form. Part I & II, however, should be submitted in hard copy. Part II should also be submitted in the e-Procurement site.

iv) **Deactivation of Bidders:**

The bidders found defaulting in submission of hard copies of original DD for EMD and other documents to the Tender Inviting Authority on or before the time stipulated in the tender will not be permitted to participate in the tender.

v) **Tender Document:**

The bidder is requested to download the tender document and read all the terms and conditions mentioned in the tender Document and seek clarification, if in doubt, from the Tender Inviting Authority. The bidder has to keep track of any changes by viewing the addendum / Corrigendum issued by the Tender Inviting Authority on time-to- time basis in the E-Procurement platform. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.

vi) **Bid Submission Acknowledgement:**

The user should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the processes and steps. C1 India is not responsible for incomplete bid submission by users. Users may also note that the incomplete bids will not be saved by the system and are not available for the Tender Inviting Authority for processing. Before scanning for uploading, the bidders shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for their correctness/authenticity.

- a. Such uploaded documents pertaining to Technical Bid need to be attached to the tender while submitting the bids on line.
- b. The bidders should furnish hard copies of all the uploaded documents, **excepting the Price Bid**.

Disclaimer for e-procurement:

Neither the Company (Balmer Lawrie & Co. Ltd.) nor the service provider (C1 India Pvt. Ltd.) is responsible for any failure of submission of bids due to failure of internet or other connectivity problems or reasons thereof.

Extension of bid submission

BL may, at its discretion, extend this deadline for submission of bids in which case all rights and obligations of BL and Bidders will thereafter be subject to the deadline as extended. Information on deadlines would be uploaded in the website.

No Deviation

Please note that this is a no deviation and no assumption bid. Bidders should abide by all the terms and technical requirement mentioned in this Tender or further corrigendum as and when issued.

5. Bid Price

The bid price must be prepared in accordance with the instructions specified below:

- a. The price bid should be completed as per the price bid format.
- b. The Basic price must take into account all incidental costs associated with the provision of services including travel, transportation, communications, fees, etc. imposed on the bidder in India or any other country.

6. Bid Security (Earnest Money Deposit)

The Bidder shall furnish as part of its bid, a bid security (EMD) for an amount as mentioned in “INVITATION FOR BID (IFB)”, which shall be interest free and submitted along with hardcopy of the bid, in the form mentioned below.

6.1 The bid security/EMD shall be in the form of a Pay Order / Demand Draft drawn on “Balmer Lawrie & Co. Ltd.” Payable at Kolkata, from a Scheduled or Nationalised Bank other than a Co-operative or Gramin Bank. Registered micro and small enterprises shall be exempted from need to furnish EMD, subject to their submission of their registration details.

6.2 Any bid not accompanied with the prescribed bid security/EMD, shall be rejected by BL as non-responsive.

6.3 The EMD shall be refunded to the unsuccessful bidder(s) on submission of official request.

6.4 The bid security/EMD of the successful Bidder will be returned/ refunded when the Bidder has signed the Contract Agreement and furnished the required Performance Bank Guarantee.

6.5 The bid security/EMD may be forfeited:

- (a) If a Bidder withdraws its bid during the period of bid validity period (as mentioned in Sl. 1 of IFB) after submission of bid, except as provided under “Modification and Withdrawal of Bid Section” of ITB.
- (b) In the case of the successful Bidder, if the Bidder fails to:
 - (i) Sign the Contract/Purchase Order in accordance with ITB Clause 11; or
 - (ii) Furnish Performance Bank Guarantee in accordance with Clause 12 of the Technical Volume.

6.6 Please note, EMD is waived off for the bidder, who furnishes the valid National Small Industries Corporation (NSIC) & Micro and Small Industries (MSI) registration certificate covering goods /services that are proposed to be procured. Following exemptions till such time it is valid/in force as per notification/circular issued by Govt. of India, may be considered while tendering in respect of vendors coming under the definition of “Micro and Small” industries.

7. Modifications and withdrawals of bids

The Bidder may modify or withdraw its bid after submission, provided that written notice of the modification or withdrawal is received by BL prior to the deadline prescribed for bid submission.

8. Bid opening

Opening of Bids by BL

8.1 Part-I and Part-II of the tender will be opened on the same day or the day appointed for the same by BL. Offers received without Bid Security shall be rejected.

8.2 Part-III – “Price Bid” shall not be opened by BL on the same day as Part I & II, and same shall remain unopened in the e-procurement site until such time that technical evaluation is completed.

9. Preliminary examination of bids

9.1 BL will examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the criteria specified in the Bidding Documents will be rejected by BL and shall not be included for further consideration. BL will also carry out a preliminary examination of any alternative bids submitted by Bidders.

- 9.2 Prior to the detailed evaluation, BL will determine whether each bid is complete, and is responsive to the Bidding Documents. For the purposes of this determination, a responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents.

10. Clarifications

During the bid evaluation, BL may, at its discretion, ask the Bidder for a written clarification of its bid, which the bidder is bound to provide.

11. Award of Contract/ Purchase Order

- 11.1 The bidder who has the overall least TCO and L1 based on lowest bid amongst the technically qualifying bidders (refer Clause 12 of IFB) shall be awarded the contract/ Purchase Order (henceforth referred to as Contract in this document).
- 11.2 Balmer Lawrie reserves the right to accept or reject any First (Original) or Updated bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for such action.

12. Transfer of bid document

Transfer of bids submitted by one Bidder to another Bidder is not permissible.

13. Compliance with company law

The Bidder must declare whether the proprietors/ partners of the firm/ Directors of the limited company has any relation with any director of BL including its subsidiaries and Joint Ventures and if so, the details or the relation thereof must be disclosed in the bid response.

SECTION C - Technical Volume

1. Project Introduction

Balmer Lawrie & Co. Ltd (BL), a Govt. of India Enterprise under the Ministry of Petroleum & Natural Gas is a professionally managed multi-location company with business spanning both in manufacturing and service sectors. Please visit www.balmerlawrie.com for details of various businesses and locations of the company. The organisation is steadily growing and relies heavily on the IT Infrastructure to enable the growth and operationalise efficiencies.

BL is looking to implement the

2. Current Infrastructure

Balmer Lawrie's Data Centre is located in Kolkata. Primary Domain Controller (AD 2012) is hosted in the Data Centre. Balmer Lawrie has 50+ branches and 1000+ users across India. 25+ branches are connected over MPLS to the Data Centre, while the remaining branches access the applications hosted at Data Centre via Firewall Endpoint VPN Client over Internet. Currently approximately 350 (primarily HO, and two plants in Kolkata) users are connected to Primary Domain Controller (AD 2012) and we intend to connect the PAN India users to the Primary Domain Controller.

The AD 2012 is also connected to 50+ windows servers. Balmer Lawrie is also looking for consolidation of other active directories into AD 2012 which will include domain migration. These domains are existent for servers only. Total 5 nos of domains on various active directory exist at BL. BL has more than 100 servers (physical/virtual) with operating system like AIX 7.1, RHEL 5.2, 6.5, Windows 2003, 2008, 2012 etc and 1000 plus end point devices (laptop/desktop) with Windows XP Prof, Vista, 7,8,10, MAC, etc.

The list of locations for Client installation is as follows: (Please note these locations are indicative only). At the time of pre-bid meeting BL will share the location and its details.

- 1) Eastern Region: Bhubaneshwar, Guwahati, Haldia, Kolkata, Patna, Raipur
- 2) Northern Region : Ambala, Amritsar, Asaoti- Faridabad, Bhatinda, Chandigarh, Dehradun, Delhi / New Delhi, Gurgaon, Jalandhar, Jammu, Kanpur, Lucknow, Ludhiana, Mathura, Pathankot, Srinagar, Varanasi
- 3) Western Region : Ahmedabad, Bhopal, Goa, Indore, Mumbai / Navi Mumbai, Nagpur, Pune, Silvassa, Surat, Udhamapur, Vadodara
- 4) Southern Region : Ambur, Bengaluru, Chennai, Chittoor, Coimbatore, Guntur, Hyderabad, Karur, Kochi, Port Blair, Ranipet, Trivandrum, Tuticorin, Vaniyambadi, Vishakhapatnam

3. Functional requirements

Few key functional requirements of the project are:

- 1. Active Directory Implementation and User profile Domain Migration**
 - a. Improve services through centralized management capabilities
 - b. Unified endpoint policy deployment at enterprise level

- c. Single user name and password
- d. Reduce overhead through standardization
- e. Provide foundation for the following AD related services:
 - i. Exchange
 - ii. SharePoint
- f. Improve workstation security
- g. Lower departmental cost because infrastructure is managed and maintained by OIT
- h. Unified access to resources by supporting a uniform naming convention.

2. IT Asset Verification

- a. Physical IT asset verification and submission of the asset list duly signed by the custodian of the asset.

4. Scope of Work

1. Installation, configuration, testing & commissioning of ADC / RODC to required branches.

- a. Solution to be proposed in the pre-bid meeting.

2. Domain joining of all the Desktops and Laptops onsite and complete User Profile Migration to the domain profile.

- a. Configuring/Setting/management of local administrator password policy in all the Desktops/Laptops.
- b. Define and configuration of hostnames.
- c. Bidder has to take care of several operating systems.
- d. Previous Desktop Theme, Setting and ICONS will be restored to the new users' Desktop/Laptop.
- e. Pre Existing users' profiles setting and data will be migrated to new users' profile.
- f. Email Setting along with Address book & existing emails to be migrated in Email Client of New Profile.
- g. All users data kept within old users' profile directory will be migrated to corresponding folders in new profiles.
- h. Any other Users' Application required to be reconfigured with new users' profile will be done by the Bidder's team in conjunction with BL IT team.
- i. Necessary File system permissions to be for desktops for users access if any.
- j. Detailed health check up to be done of all machines and a report to be prepared and ensure that all the policies are getting updated in all the client desktops.
- k. Site wise Active Directory users and device group creation.
- l. Implementation of Active Directory Group Policy.
- m. Active Directory Group Policy management as per requirement.
- n. Software installation restriction policy to be implemented.
- o. Installation and Management of Printers and other devices.

3. Consolidation or trust relationship creation/migration between different domains.

- a. Solution to be proposed in the pre-bid meeting

4. Daily and Weekly Project Progress Report Submission and Fortnightly Meeting.

- a. Vendor will designate a Project Manager who will be the Single Point-of-Contact for all updates/queries.
- b. The designated Project Manager will submit Daily and Weekly Project Progress Report to the designated Project Manager from Balmer Lawrie by End-of-Day (EOD) without any fail.
- c. Fortnightly meeting should be conducted to update on the progress/challenges/way forward.
- d. Complete documentation on design, installation, implementation and configuration.

- e. Basic Scripts should be provided to meet the system administrative activities such as how many systems and up and running, etc.
- f. Customized reports of connected clients
- g. Installation of configuration of Windows Service Update Services and configuration.
- h. Complete Technical Documentation for entire project.
- i. Complete Operational manual and procedure for entire project.
- j. Third-party agents to be installed at the end-point devices
- k. Removable of unwanted software

5. IT Asset Verification

- a. Physical IT asset verification and submission of the asset list duly signed by the custodian of the asset.
- b. The details required will be discussed and finalised in the pre-bid meeting.
- c. IT asset will include desktops, laptops, printers, scanners, network equipment etc.

5. Delivery Schedule

The delivery schedule is elaborated in the Annexure IV.

6. Delivery Terms

Free delivery at BL site inclusive of packing, forwarding, freight and insurance charges.

7. Penalty for Late Delivery

In case of failure to deliver the items as mentioned in our specification and delivery schedules for sole fault of the bidder, penalty shall be recovered from the bidder @ 0.5% per week (or part thereof) on the undelivered portion of the order, subject to a maximum of five (5)% on the basic value of the order. BL may take a decision of short closing the order if the delay is beyond one month and can purchase it from order parties for which the cost will be borne by the bidder.

8. Terms for Payment

The Contractor's request for payment shall be made to BL in writing, accompanied by an invoice describing, as appropriate, the milestone completed. The Contract Price shall be paid in Indian Rupees in accordance with the Payment Schedule.

Payments shall be made promptly by Balmer Lawrie, but in no case later than sixty (60) days after submission of an invoice along with the stipulated acceptance/delivery certificate signed by competent authority/Project Coordinator/Authorized Representative, unless there is a clarification that is sought by Balmer Lawrie within this time. **Payment will be done by EFT mechanism only.**

Payment Schedule – Payment schedule is given in Annexure V.

9. Maintainability

The Bidder to manage the solution by providing a certified engineer (5 years experience in managing the Active Directory and Microsoft Exchange). The On-Site Engineer must be deployed since the commencement of the Project. Provision for a replacement engineer must be kept who should be well conversant with the Balmer Lawrie's Active Directory and Exchange

Infrastructure and who will be deployed in the absence of the Primary On-site Engineer to provide day-to-day support.

10. Guarantees, Liabilities & Liquidated Damages

- The Contractor guarantees that it shall complete activities and deliverables as defined in the Technical Specifications, within the period stipulated in Time Schedule (Annexure IV) of the Agreement or within such extended time to which the Contractor shall be entitled through mutually agreed discussion.
- If the contractor fails to commission and configure within the Time for Completion or any extension thereof due to reasons attributable to the Contractor, the Employer shall recover the amount of Liquidated Damages, but not by way of penalty, by making deductions from the Contractor's account or by encashment of Contractor's Bank Guarantees at the rate of 0.5% of the Contract Price, if any, paid or payable to the Contractor, excluding taxes and duties per complete week of delay up to a maximum of 5% of the Contract Price if any, paid or payable to the Contractor excluding taxes and duties. Any Recovery of Liquidated Damages shall be effected from the amount payable to the Contractor and Performance Bank Guarantee.

11. Performance Bank Guarantee

- 12.1 The Contractor shall provide the Bank Guarantee from Nationalized Bank in favour of Balmer Lawrie at the times and in amount, manner and form specified in Annexure II. The security deposit shall be for the due and faithful performance of the contract and shall remain binding notwithstanding such variations, alterations or extension of time as may be made, given, conceded or agreed to the Contractor and the Purchaser.
- 12.2 The security deposit furnished by the Contractor will be subject to terms and conditions of the contract finally concluded between the party and the Purchaser will not be liable for payment of any interest on the security deposit or any depreciation thereof, or in case of bank deposit receipt, any loss resulting on account of failure of the bank. The security deposit shall be refunded/ bank guarantee released on application by the Contractor after the expiry of the guarantee period and after he has discharged all his obligations under the contract.
- 12.3 The successful bidder shall furnish Performance Bank Guarantees. Within thirty (30) days after the Effective Date of Contract/PO, the Successful Bidder shall furnish PBG "1" for an amount equivalent to 5% of the yearly payment of Basic Price (PBG "1" comprising of line items A.P1 as per the Price Schedule – Annexure III) in Indian Rupees. PBG "1" would be valid till the end of contract period.

The PBGs would be released within 60 days of their date of expiry.

Failure of the successful Bidder to comply with these requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

12. Commissioning Certificate

On successful installation and configuration of solution as a whole, the bidder shall submit the following as part of the commissioning:

- i. The Installation documentation of the entire solution.
- ii. Configuration details

- iii. Policy scheme for entire solution

BL will issue a Commissioning Certificate / sign on the submitted installation and commissioning note.

13. Final Acceptance Certificate (FAC)

Final Acceptance certificate for the above mentioned works shall be issued within one year after successful commissioning of Hardware (if any) & Software and fulfilment of statutory requirements where performance has been established in an integrated manner in normal operations including successful completion of Training to BL personnel. Bidder has no other obligation under agreement. Warranty of the Hardware (if any) will start from the date of issue of Commissioning Certificate.

14. Contract Completion Certificate

Contract Completion Certificate for the supplied Hardware (if any) & Software shall be issued by BL after successful completion of warranty period, when Performance has been established in an integrated manner with other Systems / Services in normal operations. Bidder has no other obligation under agreement. Submission of final documentation incorporating all the modifications in requisite sets, Removal of all defects noted during commissioning, fulfilment of training requirements, Completion of defect liability during warranty period.

Note:

- ❖ The bidder should provide compliance statement for all the above specifications of technical requirements against each item.
- ❖ All relevant product information such as user manual, technical specifications sheet etc. should be submitted along with the offer. Failure to submit this information could result in disqualification of the bid.
- ❖ Hard copy of supporting documents or documentary proof for all the above criteria i.e. Bidder's and OEM's eligibility criteria, Technical Specifications etc. should be submitted in the envelope containing technical bid (ignore if not applicable).

15. Evaluation Criteria

The objective of evolving this evaluation methodology is to facilitate the selection of the most optimal solution which would be technically qualitative and commercially cost effective (Total Cost of Ownership) over a period of 3 years that appropriately meets the business requirements of BL. The bid would be first evaluated on technical capability and then on the financials. All bids shall be evaluated by an Evaluation Committee set up for this purpose by the BL. The evaluation shall be on the basis of quality of the solution & services offered and the price quoted.

The Technical Evaluation shall have the weightage of 100 marks for evaluation, and this weightage shall be taken into consideration for arriving at the overloading factor on the commercials of the Bidder.

The technical proposals will be subjected to evaluation at the first stage. The bidders scoring less than 60 marks (cut-off marks) out of 100 marks in the technical evaluation shall not be considered for commercial opening of the bids. Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will only be short-listed for commercial opening of the bids.

Bidder's Eligibility Criteria

- The bidder should have positive Profit before Tax (PBT) for each consecutive financial year ending on 31.03.2017. Certified / Audited Balance Sheet and P&L statement for last 3 years should be submitted in support of the profitability & turnover.
- The bidder should be a registered company in India as per Companies Act 1956. The Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association are required to be submitted along with the technical bid.
- The bidder should have implemented the proposed solution of the same OEM in India with at least 1 (one) customer / organization during the last 2 years from the Tender closing date. POC done would not be treated as an experience for the bidder (ignore if not applicable).
- The bidder should have at least 1(one) OEM certified full time Technical Support professionals on proposed solution being offered on its permanent rolls (ignore if not applicable).
- The bidder should not have been blacklisted by any Government / PSU agencies. A self-declaration letter by the Bidder on the Company's letterhead should be submitted along with the technical bid.

1. Technical Score	Marks
Each Requirement will have a technical Score. The maximum sum of all the technical scores is equal to 100. A Solution must score minimum 60 marks to be technical qualified and to be considered for commercial evaluation. The score achieved by a solution will be called Technical Score (TS)	
1.1 Bidder's Experience (Max 30 marks)	
<ul style="list-style-type: none"> The bidder should have implemented the proposed solution for at least 1 (one) client/organization during the last 2 years from the Tender closing date. The bidder should have at least two (2) certified Fulltime Technical Support (FTS) Professionals on the proposed solution on its permanent rolls. 	<ul style="list-style-type: none"> 5 Marks for Client=1 10 Marks for Clients =2 15 Marks for Clients > 2 08 marks for 2 FTS 15 marks for > 2 FTS
1.2 Presentation (Max 60 marks)	
<ul style="list-style-type: none"> Presentation of the Proposed Solution during Post-Bid Session 	
1.3 Additional Technical Specifications / Requirement (Max 10 Marks)	
<ul style="list-style-type: none"> Depends on <ul style="list-style-type: none"> ISO Certifications ITIL Certified Professionals Microsoft Certified Professionals CV of the Proposed Team 	

2 Commercial Scaling
<p>The Price-Bid evaluation is done only for those bids which are responsive and have secured a Technical score of 50 marks at least. Evaluation of Price Bids will be based on the relative competitiveness of the bids based on Total Cost of Ownership (TCO) of the solution to BL. Following will be the logic of TCOmod through financial bid will be evaluated for relative competitiveness</p> <ol style="list-style-type: none"> Bidder scoring 60 – 69 in Technical score – TCO will be scaled up by 1.2 times (TCOmod = Original TCO*1.2) Bidder scoring 70 – 79 in Technical score – TCO will be scaled up by 1.1 times (TCOmod = Original TCO*1.1) Bidder scoring 80 – 100 in technical score – TCO will be scaled up by 1.0 times (TCOmod = Original TCO)

16. Additional Supporting Documents (ignore if not applicable)

SL No.	Parameter	Eligibility/Qualification Requirement	Acceptable Evidentiary Proof * Documents to be submitted
1.	OEM Authorized Products Sales / Services / Support Partner	<p>The bidder should provide Product Support Lifecycle details for various Products / Technologies which are part of the Proposed Solution for the entire duration of support i.e. for 3 years.</p> <p>All the software licenses should be in the name of Balmer Lawrie and shall be genuine, full use and should provide patches, bug fixes, security patches and updates directly from the respective OEM for the contract period.</p> <p>EULA need to be provided by the OEM and will be signed by both the parties</p>	Letter of Authorization (MAF) from OEM for various Products / Technologies which are part of the solution duly mentioning the Product Support Lifecycle.
2.	OEM Authorized System Integrator	The bidder shall be authorized by respective OEM to supply, install, commission and implement their respective components for this specific tender.	Letter of Authorization from respective OEM duly mentioning the tender details.

**** All supporting documents must be signed by authorized signatory to the bid. Power of Attorney/Letter of Authorization of authorized signatory must be submitted along with the bid.**

Technical Specification / Requirement

Note: Not Applicable for this tender.

FORMS & ANNEXURES

Form # 1	Undertaking for maintainability of the Solution
Form # 2	Bidders undertaking for authenticity of hardware/software being supplied
Annexure-I	Bid form – techno commercial bid submission letter
Annexure-II	Format for Performance Bank Guarantee
Annexure-III	Price Schedule
Annexure-IV	Time Schedule
Annexure-V	Payment terms & milestones

Form # 1

Sub : Undertaking for maintainability of the Solution

Ref : Tender No.dated.....

I/We(Name) (Designation) for and on behalf of M/ s
..... (Name of the firm), hereby, solemnly affirm to give an undertaking
that I/We will, give an undertaking for the maintainability of the Solution for a period of minimum three (3)
years from the date of successful installation.

Signature of Authorized Signatory with office seal

Designation

Name :

Place :

Date :

Form # 2

Sub : Undertaking of Authenticity for Hardware /Software Supplies

Sub : Supply of IT Hardware / Software

Ref : 1. Your Tender Nodated / /
2. Your Purchase Order No.....dated / /
3. Our Invoice no / Quotation No.....dated / /

With reference to the hardware/software being supplied/quoted to you vide our invoice no/quotation no/order no cited above

We hereby undertake that all the components/parts/assembly/software used in the servers under the above like mother board, hard disk, memory etc. shall be original new components/parts/assembly/software only, from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly/software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Operating System) and also that it shall be sourced from the authorized source (e.g. Authorized Channel partners of the OEM).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation for the IT Hardware/Software already billed, we agree to take back the servers without demur, if already supplied and return the money if any paid to us by you in this regard.

We <System OEM name> also take full responsibility of both parts and service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Signature of Authorized Signatory with office seal :

Name :

Place :

Date :

Annexure I**Bid form – techno-commercial bid submission letter**

Bidder's Ref. No. _____

Date:

Sanjeev Kumar Padhee

Sr Manager – IT

Balmer Lawrie & Co Ltd

21, N.S. Road, Kolkata 700001

Ref.: Your Tender no. _____

Dear Sir,

Having examined the bid documents, including Addenda, if any, the receipt of which is hereby acknowledged, we, the undersigned, offer the above-named Facilities in full conformity with the said bidding documents for the sum as mentioned in Price Bid or such other sums as may be determined in accordance with the terms and conditions of the Contract.

We further undertake, if invited to do so by you, and at our own cost, to attend a clarification meeting at a place of your choice.

We undertake, if our bid is accepted, to commence execution of work of the Facilities and to achieve completion within the respective timelines stated in the bid documents / quoted by us in our bid.

If our bid is accepted, we undertake to provide Performance Bank Guarantee(s) in the form, amount, and within the time specified in the bid documents.

We agree to abide by this bid, which consists of this letter and Attachments hereto, for a period of 180 (One hundred & eighty) days from the date fixed for submission of bids as stipulated in the bidding documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period unless otherwise extended mutually.

We note that a formal Contract/ Purchase Order would be prepared and executed between the Company and the successful bidder.

We understand that you are not bound to accept the lowest or any bid you may receive and in-turn we will not have any rights to raise any claim, whatsoever it may be, due to or arising out of rejection of our bids.

_____ [signature with office seal]

In the capacity of _____ [Designation]

Duly authorized to sign this bid for and on behalf of _____ [Name of the bidder]

Annexure II**Performance Bank Guarantee****(To be executed on Non-Judicial Stamp Paper of appropriate value)**..... **(Name of the Bank)**

Address

Guarantee No.

A/c Messrs **(Name of Contractor)**

Date of Expiry

Limit to liability (**amount in INR**)

Contract No.

For **(Name of Facilities)****Subject : Performance Bank Guarantee.**

Date 201.

To.....
.....
.....**[Name and Address of Employer]**

Dear Sir,

We refer to the Contract Agreement (hereinafter called the "Contract") Reference No. Dated between you and M/s. (**Name of the Contractor**) (hereinafter called the "Contractor"). Whereas the Contractor has undertaken to produce a Bank guarantee under the Contract including any amendment thereto, to secure its obligations to you for the performance of the Contract including the guarantees and warranty of the Facilities & the equipment supplied.

1. We (**Name of the Bank**) do hereby expressly irrevocably and unreservedly undertake to unconditionally pay to you merely on your written demand, without referring it to the contractor and without protest and demur an amount not exceeding (**amount in INR**). Any such demand made on us shall be conclusive as regards the amount due and payable by us under this

guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding

2. Notwithstanding anything to the contrary we agree that your decision as to whether the Contractor has committed a breach of any terms and conditions of the contract shall be final and binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but shall pay the same forthwith without any objection or excuse.

3. We undertake to pay to you any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Contractor(s) in any suit or proceeding pending before any court or Tribunal or arbitration relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment thereunder.

4. This guarantee shall come into force from the date of issue of this guarantee and shall remain revocable and in force initially up to _____ and the same shall be extended further until the expiry of the Defect Liability Period of the said Contract.

5. This guarantee shall not in any way be affected by you taking any securities from the Contractor or by the winding up, dissolution, insolvency or death as the case may be of the Contractor. We shall not be entitled to proceed against the assets of the Contractor at your site

6. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor, hereby guaranteed by us as aforesaid and we hereby expressly waive all our surety ship and other rights, if any, which are in any way inconsistent with the above or any other provisions of this Guarantee.

7. This guarantee is in addition to any other guarantee or guarantees given to you by us.

8. This guarantee shall not be discharged by any change in the constitution of the Contractor or us, nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure for and be available to and effaceable by the absorbing or amalgamated company or concern.

9. Notwithstanding anything contained herein before our liability under this guarantee is restricted up to a sum (**amount in INR**) and shall expire on unless a claim or demand is made on us in writing within three months of the expiry date all your rights shall be forfeited and we shall stand relieved and discharged from our liabilities hereunder.

10. We have full power to sign this guarantee under the delegations of powers and notification made under general regulation and resolutions in this regard.

Yours faithfully

Dated day of 201_

For

(Name of the Bank with office seal)

Annexure III

Price Schedule

The price bid would be submitted online in the e-procurement site. **No hard copy should be submitted separately.** Given below is the price bid summary table. The bidder should quote for the following:

Sl.No	ID	Description	Quantity	Unit	Rate/Unit	Amount	GST (%)
1	A.P1	Price of AD joining Activities for 800 Users & RODC as per the SOW + Consolidation of Domains	1	LUMPSUM			
2	A.P2	Price of Joining of additional 100 users to AD	1	NO			
3	A.P3	Monthly Support Charges with Resident Engineer who has 5 years of experience to manage the MS Exchange and AD users	1	NO			
4	A.P4	Price of Physical Verification of 3000 IT Assets	1	LUMPSUM			
5	A.P5	Price of Physical Verification of additional 100 IT Assets	1	NO			

Note : (All Line items as Mandatory to Bid)

- 1) L1 for "Joining of Users to Active Directory, Consolidation of Existing Domains, and Management of Directory Services/Exchange & Its Components" will be based on "A.P1 + A.P2 + A.P3".
- 2) L1 for "Physical IT Asset Verification" will be based on "A.P4 + A.P5".

Balmer Lawrie has the right to amend or delete any line item without assigning any justification.

Annexure IV

Time Schedule

Sl. No.	Activity	To be completed by (all days are in reference to date of placement of order)
<u>Supply</u>		
1	▪ N/A	N/A
<u>Installation</u>		
2.1	▪ Installation and configuration of the proposed solution for Joining of Users to Active Directory & Consolidation of Existing Domains. 70% of the users joining should be completed within 60 days.	90 days
2.2	▪ Report submission for the Physical Verification of IT Asset.	120 days
<u>Commissioning</u>		
3	<ul style="list-style-type: none"> ▪ Demonstration, Testing, Training & Commissioning of the proposed solution. ▪ Delivery of manuals, technical deliverables e.g. configuration details, security, etc. ▪ Issue of commissioning certificate. ▪ Issue of Project Document 	120 days
<u>Final Acceptance</u>		
4	<ul style="list-style-type: none"> ▪ Satisfactory functioning of solution for 1 year from PG Test certificate issue date. ▪ Issuance of Final Acceptance Certificate. 	455 days
<u>Contract Completion</u>		
5	<ul style="list-style-type: none"> ▪ Satisfactory completion of responsibilities of contractor during warranty period. ▪ Issue of completion certificate. 	1215 days

Annexure V*Payment terms & milestones*

Sl. No.	Milestones	Payment value
1	Completion of AD joining Activities for 500 Users	40% of A.P1
2	Completion of AD joining Activities for remaining 300 Users	40% of A.P1
3	Against the Commissioning Certificate for Joining of Users to AD and Consolidation of various BL Domains	20% of A.P1
4	Support Charges for Resident Engineer of AD and Exchange will be paid on Quarterly basis	100% against the submitted bill duly signed by the concerned authority
5	Completion of Physical Verification of 1500 IT Assets	40% of A.P4
6	Completion of Physical Verification of 3000 IT Assets	40% of A.P4
7	Against the Commissioning Certificate for Physical Verification of IT Assets	20% of A.P4

Refer the Annexure IV (Time Schedule) for the Payment. Kindly note, we will take minimum 10 working days to make the payment after receiving the Invoice Copy duly signed by the Project In-Charge of Balmer Lawrie.