

Ref: IITM/04/2020/GOOGLE-CLOUD-SERVICE-PROVIDER

Date:28/05/2020

**LIMITED TENDER No: IITM/04/2020/CSPSERVICE**

Dear Sir/Madam,

On behalf of Indian Institute of Technology Madras, tenders are invited for a  
**“GOOGLE CLOUD SERVICE PROVIDER”**  
conforming to the specifications and criteria as described in this document.

**Date of Floating Tender: 28/05/2020**

**Date of Closing Tender: 10/06/2020**

**Instructions to the Bidder**

1. Preparation of bids: The tender should be submitted in 2 bid system i.e. Technical Bid & Financial Bid.

a. The technical bid should consist of all technical specifications asked in Item 3 of this document.

b. Financial bid should indicate price as per Item 4 of this document.

2. The technical and financial bid should be put in separate sealed covers.

a. The sealed envelopes should be marked  
(i) “Technical Bid for GOOGLE CLOUD SERVICE PROVIDERS ” on top of the envelope and the tenderer firms’ name and address should also be indicated on the lower left corner of the envelope.

(ii) “Financial Bid for GOOGLE CLOUD SERVICE PROVIDERS ” on top of the envelope and the tenderer firm's name and address should also be indicated on the lower left corner of the envelope.

b. Both the sealed covers should be put in a bigger cover and should be sealed.

c. The outer cover should be marked as “GOOGLE CLOUD SERVICE PROVIDERS” on the left side of the outer cover and sealed with Vendor Name and address.

The Tender shall be sent to the below mentioned addresses either by post or by courier so as to reach the following address before **10/06/2020, 2.00 pm**. Senior Manager, **Project Purchase, 2<sup>nd</sup> Floor, ICSR,IIT Madras, Chennai 600 036.**

3. **Technical bid and eligibility criteria:** In this tender document, Vendor, Bidder, Bidding agency and Cloud Service Provider (CSP) mean one and the same. The bidding agency shall be

a single point of contact with the IIT Madras and shall be solely responsible for the execution and delivery of the work.

The basic eligibility of a CSP shall be assessed based on following pre-qualification criteria.

- a. The Cloud Service Provider (CSP) should offer Google's public cloud service with assured disaster recovery mechanisms.
- b. The CSP should be offering PAAS Service of Google cloud to at least two organisations in India during the last two years where the monthly billing is not less than Rs.10 lakhs. The proof of the same with contact details to be provided.
- c. The annual turnover of the CSP's company should be at least Rs. 15 crores in each of the last 2 years.

**PLEASE FILL FORM A & B and submit along with Annexures 1 to 5 for technical evaluation.**

In the technical bid evaluation, a committee of IIT Madras will award points as per the following:

S. No.	Criteria	Maximum Points
1	Form A data - organisations billing more than Rs. 10 lakhs per month	20
2	Form B data - support provided	10
3	Annexure 1 data - financial turnover	10
4	Annexure 2 data - prior projects	20
5	Annexure 3 data - current projects	20
6	Annexure 4 data - performance reports	10
7	Annexure 5 data - organisation structure	10
	Total	100

A bidder must obtain a minimum of 70/100 to qualify for the ensuing financial evaluation.

4. **Financial bid** as per Form C is to be submitted. The CSP will have to provide a detailed and complete rate card in INR for all its cloud services as mentioned therein. The rates have to be less than Google Price List as on date of submission, before applying any discount. Any discounts provided or fluctuations in rate over time should be clearly mentioned. Form C will need to be filled by the CSP to provide information on the rate card for all its services, and additional discounts offered by CSP directly or through any partner. The rates in Form C are to be valid for 3 years. Any discounts that are offered for current line items will continue to apply

for new line items, whose rates should be less than Google Price List at the time of first time utilization, that are either introduced or utilized for the first time.

**PLEASE FILL FORM C and submit for financial evaluation. Form C contains a final expected monthly billing cost and this will be used to assign points.**

Each bidder will be given points for financial bid as follows:

$$\text{Points for bidder} = \frac{\text{Lowest monthly cost}}{\text{Monthly cost of bidder}} \times 100.$$

5. **PAYMENTS & PENALTY CLAUSES;** The payment to the CSP shall be made in Indian rupees and shall be paid at the end of every month only after satisfactory completion of the work as per the service level agreements in Item 9. **No advance payment shall be made.** The successful bidder has to **sign an agreement** on non-judicial stamp paper which shall contain **penalty clauses** related to **liquidated damages** on account of **delays, errors, cost, downtime and time overruns** etc. If the bidder fails to execute the contract, the IIT Madras Purchase committee shall have the liberty to get the work done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

6. The bidders are cautioned that not giving complete information called for or deliberately suppressing the information may result in the bidder being summarily disqualified.

7. Even though the bidder may satisfy the qualification criteria, the bidder is liable to disqualification due to a record of poor performance or not able to understand the scope of work etc.

8. The contract period for providing Cloud Services will be for a period of 3 years from the date of Agreement. This may be extended for 2 more years with mutual agreement of IIT Madras and the bidder with a suitably rate-adjusted new agreement.

9. SLA-Service Level Agreement: The selected bidder(s) need to execute a Service Level Agreement (SLA) with IIT Madras covering performance, availability of the cloud services as mentioned below:

- a. The CSP is expected to maintain 99.999% uptime for the application infrastructure under any concurrent user scenario.
- b. Downtime of the portal - For every hour of cumulative portal downtime attributed to the CSP in a calendar month, a penalty of Rs. 1 lakh will be imposed on the CSP.
- c. Any issue that is classified as critical by IIT Madras needs to be fixed within 2 hours.
- d. Any issue that is classified as serious by IIT Madras needs to be fixed within 24 hours.
- e. Any other issue needs to be fixed within 3 days.
- f. The CSP will forego payment for the period of time for which the above 3 service level requirements, 9(c), 9(d), 9(e), are violated.

g. On days when high usage is expected (like an exam day or assignment deadline day totalling to about 50 days per year), online support is expected from the support team of the CSP.

10. **Deviations:** Any deviations from the scope of work as outlined above should be mentioned clearly with suitable justification by the vendor in a separate sheet under the heading ‘**Deviations**’. **This sheet should be included in the technical proposal.** If no deviations are mentioned, then it will be assumed that the vendor has accepted the scope of work in its entirety as mentioned in the tender document and is bound to deliver the same.

11. **CONFIDENTIALITY:** The bidder and their personnel shall now, either during the term or after expiration of this work order, disclose any proprietary or confidential information relating to the services, agreements or the institute business or operations without the prior consent.

12. **FORCE MAJEURE :** During the pendency of the service agreement if the performance in whole or part thereof by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including breakdown of equipment beyond their reasonable control neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy.

13. Bidders will be liable to be disqualified if the financial proposal – FORM C, is enclosed in the same envelope as the technical bid cover.

14. **Bid Evaluation;** The evaluation of bids shall be done in two stages, namely, Technical Evaluation and Financial evaluation. The final evaluation shall be based on Combined Quality Cum Cost Based System (CQCCBS), the weightage for Technical and Financial criteria are 30% and 70%, respectively.

15. **EMD and Performance Guarantee:** EMD of Rs. 1,00,000/- has to be paid by means of DD only along with the tender. Demand Draft may be drawn in favour of “The Registrar, IIT Madras” payable at Chennai. The EMD should be put in a separate cover and should be enclosed in the technical bid cover only, else the bid will be rejected due to non-enclosure of EMD. This Earnest Money will be returned to the unsuccessful tenderers after the final disposal of the tenders. EMD will not carry any interest. The EMD along with Performance Guarantee will be retained in the case of successful tenderers till the warranty period. EMD will not be waived under any circumstances. EMD will be forfeited in the case of non-execution of the order within the due date. Non submission of EMD will lead to rejection of tender at the opening stage itself. **Performance guarantee for Rs. 5,00,000/- has to be submitted by way of DD/ bank guarantee by the successful bidder only. The performance security should be furnished within 21 days from the delivery of the purchase order**

16. **BID Disqualification ;** The proposal is liable to be disqualified in the following cases:

- Proposal not submitted in accordance with this document and in proper formats.

- During validity of the proposal, or its extended period, if any, the bidder changes his quoted prices.
- Proposal is received in incomplete form.
- Proposal is received after due date and time.
- Proposal is not accompanied by all requisite supporting documents
- Information submitted in the technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Bidder fails to deposit the Bid security or fails to enter into a contract within specified date of notice of award of contract or within such extended period, as may be specified by Institute.

17. The bidder should submit valid GST registration, PAN, Google Partner Agreement Certificates along with technical bid documents.

**Form A: Eligibility Criteria - I**

**Organizations billing more than Rs. 10 lakhs per month and using PAAS from bidder's cloud**

SNo	Name of organization	Contact in organization

(Signature of Bidder)

**Form B:** Support provided for deployment and hosting - II

S No	Nature of issue	Nature of support from CSP	Public URL for documentation
1	Application is down		
2	Deployment issue		
3	New features		
4	Cost optimization		
5	Performance optimization		
6	Migration		

(Signature of Bidder)

**Form C (Commercial bid):** Rate card for cloud services and discounts

Provide a detailed rate card for all billable services offered in the public cloud for the **SKUs mentioned in the attached excel file/PDF.**

S No	Line item / SKU ID	Unit	Cost per unit	Expected monthly usage	Expected monthly cost
			<Enter your bid here>		
			<Enter your bid here>		
TOTAL EXPECTED MONTHLY COST					<cost used for comparison>

Describe any discounts provided by the CSP or its authorized representatives.

S No	Cost of monthly cloud usage or part thereof	Nature of discount	Discounted cost

(Signature of Bidder)

**Annexure - 0:** Acknowledgement

## **ACKNOWLEDGEMENT**

It is hereby acknowledged that I/We have gone through all the points listed under “Specification, Guidelines, Terms and Conditions” of tender document. I/We totally understand the terms and conditions and agree to abide by the same.

**SIGNATURE OF TENDERER ALONG WITH SEAL OF THE COMPANY WITH DATE**



### **Annexure - 1: Financial Information**

Details furnished below are to be supported duly by figures in Balance Sheet, Profit & Loss Account for the last 5 years as certified by the Chartered Accountant and submitted by the bidder to the Income Tax Department

<b>Details</b>	<b>2015- 2016</b>	<b>2016- 2017</b>	<b>2017- 2018</b>	<b>2018- 2019</b>	<b>2019- 2020</b>
1. Gross annual turnover for works of similar nature					
2. Profit/Loss					
3. Financial position <ul style="list-style-type: none"><li>● Cash</li><li>● Current assets</li><li>● Current liabilities</li><li>● Working capital</li><li>● Current Assets to Liabilities Ratio</li></ul>					

Documents to be attached along with the above statement:

- a. Up-to-date Income Tax Clearance Certificate
- b. Certificate of Financial soundness from the bankers of the Bidders
- c. Financial Arrangements for carrying out the proposed work
- d. Any other relevant documents

(Signature of Bidder)

**Annexure - 2:** Details regarding works of similar nature executed in the past 2 years

Sl. no	Name of the work	Client	Cost of work (in Crores)	Start date	End date	Details of officer to whom reference can be made	Remarks

Documents to be attached along with the above statement:

- a. Purchase orders



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Documents to be attached along with the above statement:

- a. Purchase orders
- b. Any other relevant documents

(Signature of bidder)

**Annexure - 4:** Performance Report for works referred in Annexures - 2 and 3  
(Please furnish the following details for each individual project from the Client)

- 1. Name and location of project:
- 2. Agreement No.:
- 3. Estimated Cost
- 4. Tendered Cost:
- 5. Date of Start:
- 6. Date of Completion
  - a. Stipulated date:
  - b. Actual date:
- 7. Performance report by client:
  - a. Quality of Work: (Excellent/Very Good/Good/Fair/Poor)
  - b. Approach to problem solving: (Excellent/Very Good/Good/Fair/Poor)
  - c. Resourcefulness: (Excellent/Very Good/Good/Fair/Poor)

Date:  
(Signature of the client with seal)

## **Annexure - 5: Structure of the Organization**

1. Name and address of bidder:
2. Telephone No./Fax No./Email address :
3. Legal status (Attach copies of original document defining the legal status).
  - a. An Individual/ Consortium:
  - b. A Proprietary/ Partnership agency:
  - c. A Trust:
  - d. A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
  - a. Registration Number:
  - b. Organization/Place of registration:
  - c. Date of validity:
5. Names and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.

Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give the name of the project and reasons for not completing the work.

Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.

## Annexure - 6: Checklist

1	Annexures 0 to 5 have been filled completely	Yes/No
2	All supporting documents for Annexures 1 to 5 have been obtained	Yes/No
3	Forms A, B have been filled completely and attached	Yes/No
4	The documents for the technical bid (Annexures 0 to 5, Forms A and B and all their supporting documents) have been put into one cover superscribed "Technical bid".	Yes/No
5	Deviations from the requirements, if any, have been indicated in a separate document in the technical bid	Yes/No
6	The documents for the commercial bid (Form C and all supporting documents) have been put into a separate cover, sealed and superscribed "Commercial bid"	Yes/No
7	No document pertaining to the Commercial bid in any manner has been included in the technical bid cover	Yes/No
8	The technical bid cover and commercial bid cover have been put inside a bigger sealed cover superscribed "Proposals for Cloud Service Provider	Yes/No
9	The EMD demand draft for Rs. 1 lakhs in favour of "Registrar, IIT Madras" has been included in the technical bid cover	Yes/No

### Support documents in Technical bid:

1. Company registration certificate
2. Proof of registration with GST authorities like registration number etc.
3. The application needs to be hosted in a data center physically located in India. Mention the list of data centres available within India.