



**HINDUSTAN URVARAK & RASAYAN LIMITED**  
(A JV of NTPC, CIL, IOCL, FCIL & HFCL)  
SCOPE Minar, Core 3 & 4, 9<sup>th</sup> Floor,  
**Laxmi Nagar District Center, Delhi-110092**

### **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

#### **1.0 REGISTRATION**

- 1.1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 1.2 As part of the enrollment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 1.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 1.4 Upon enrollment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 1.6 Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

#### **2.0 SEARCHING FOR TENDER DOCUMENTS**

- 2.1 There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search



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parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- 2.2 Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 2.3 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **3.0 PREPARATION OF BIDS**

- 3.1 Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 3.2 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3.3 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 3.4 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.



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#### **4.0 SUBMISSION OF BIDS:**

- 4.1 Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 4.3 Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4.4 Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents.
- 4.5 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 4.6 The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 4.7 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.
- 4.8 Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers



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public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

4.9 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

4.10 Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

4.11 The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

4.12 Shortfall documents: After evaluation of the uploaded documents, shortfall documents, if required, shall be sought from the bidder. For this purpose, maximum 1 chance, of 7x24 hours duration shall be given. If the techno-commercial acceptability of bidder is established upon verification of uploaded documents and shortfall documents if any, the case shall be considered for further processing. If the bidder happens to be defaulter upon verification of the documents or has not uploaded the required document within the mentioned time frame his bid would be analyzed based on the uploaded documents and if found not in order as per requirement, would be outrightly rejected.

## **5.0 ASSISTANCE TO BIDDERS**

5.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

5.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be call directed to the 24x7 CPP Portal Helpdesk.

**0120-4001 062**

**0120-4001 002**

**0120-4001 005**

**0120-6277 787**



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**E-mail  
support:**

For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

**Technical - support-eproc(at)nic(dot)in**

**Policy Related - cppp-doe(at)nic(dot)in**

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## **SPECIAL CONDITIONS OF CONTRACT (SCC)**

### **1.0 Detailed Scope of work:**

As mention in **Clause 1 to Annexure-G** (Technical Specifications/Scope of Work for Google Suite Email Services)

### **2.0 Bid Price**

Bidders shall quote the unit rates for the items mentioned as sought for in the BOQ inclusive of taxes duties, levies including any other incidental charges applicable excluding GST. Bid Price shall be the sum of sum-total of each SOR item(s).

### **2.1 Price Basis**

Price to be quoted shall be firm and subject to no escalation whatsoever during the contractual completion period including extended period. Bid with variable price will not be accepted.

### **3.0 Eligibility Criteria:**

1. Bidder shall be an authorised reseller/distributor/partner of Google for email services as on date of techno- commercial bid opening.
2. Bidder shall have handled/provided at least 400 Nos Google Suite email accounts during last 03 years as on the date of techno – commercial bid opening out of which at least 100 Nos Google Suite email accounts shall have been handled/provided for a single client under single order.
3. Average annual turnover of bidder shall not be less than 12 Lakhs for the financial years 2017-18, 2016-17 & 2015-2016

### **4.0 EARNEST MONEY/ SECURITY DEPOSIT:**

- 4.1 Bidders shall have to deposit earnest money of **Rs. 30,000.00** (Rupees Thirty Thousand Only) **electronically by RTGS/** in the account of HURL or in the form of crossed demand draft/ pay order only in favor of “Hindustan Urvarak & Rasayan Limited, Delhi” from any scheduled/ nationalized bank, payable at Delhi (The amount of EMD has been worked out based on 2% of Cost Estimate (Excl. T&D) and roundoff to nearest higher thousand). Tenders received without earnest money shall not be entertained and shall be summarily rejected.
- 4.2 The earnest money shall be forfeited if the Bidder withdraws/ amends, impairs and derogates from the tender.



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4.3 EMD shall be refunded to the unsuccessful Bidder within thirty days of acceptance of work order by the successful Bidders and no interest shall be payable thereon.

4.4 The Earnest money will be forfeited in the following conditions:

- (a) If at any stage, any of the information/ declaration given by the bidder is found to be false.
- (b) If a bidder withdraws his bid during the period of bid validity period specified in the terms and conditions of tender.
- (c) In case of any selection of bidder, if he fails to enter in to the contract or fails to furnish his responsibilities as mentioned in the above referred clauses of the tender document.

4.5 EMD shall be refunded within thirty days of acceptance of LOA and submission of PBG by the successful Bidders and no interest shall be payable thereon.

## **5.0 Performance Bank Gurantee**

- (a) The successful bidder will have to furnish a Performance Security Guarantee Deposit in form of a Bank draft payable in favor of “Hindustan Urvarak & Rasayan Limited” at New Delhi or a Bank Guarantee for an amount equivalent to 10% of the value of awarded contract( excluding GST) , valid for 15 (12 months contract period plus 3 months claim period) months within 15 working days from the issue of notification of award. Alternately bidder may request for deduction of 10% of the amount from each running bill at the time of payment.
- (b) This guarantee will be for faithful performance of the contract in accordance with the terms and conditions and technical specification specified in the contract bid documents. The submission/ consent for deduction on account of PBG shall be the pre-requisite for any payment under the contract.
- (c) Bank Guarantee is to be submitted in the format prescribed by HURL in this Bid Document **Annexure-H**. Bank Guarantee shall be irrevocable and it shall be from any Scheduled Bank in India.
- (d) The Performance Security Guarantee deposit issued by Issuing bank on behalf of the bidder in favour of “Hindustan Urvarak & Rasayan Limited” shall be duly attested to be stamped in accordance with Stamp Act, if any of the Country of the Issuing Bank



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- (e) In case of failure to the compliance of any of the provisions of the contract, the PBG in full or in part may be forfeited by Hindustan Urvarak & Rasayan Limited, Delhi.
- (f) Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for cancellation of the award and forfeiture of the Earnest Money Deposit (EMD).
- (g) The Bank Guarantee shall remain valid for a period of three months beyond the original contract period and shall be renewed for a further period, if required so. Performance Bank Guarantee (submitted in any form) will be discharged and returned to the successful tenderer after satisfactory performance of the contract during entire contract period from the date of commencement of service. However, the contractor will have to apply in writing, for refund of the same.
- (h) Performance Security Guarantee shall not fetch any interest.

#### **6.0 Duration Of Work**

As mention in **clause 3** to **Annexure-G** (Technical Specifications/Scope of Work for Google Suite Email Services)

#### **7.0 Taxes and duties**

**7.1** The Bidder shall include all the taxes, duties/ levies etc (except GST) in their quoted rates / prices. GST charges shall be paid extra at actual by the owner limited to 18% of the total quoted price “X” mentioned in BOQ/SOR.

**7.2** The Contractor has to submit / furnish all necessary documents / information to enable claim the input credit benefit, if any, under GST rules.

**8.0 Self-Certificate of Non-Black listing:** Self Certification by the Organization/ Company that it has never been blacklisted by any Govt. organization/ departments on the printed letter head of firm.

#### **9.0 Evaluation Of Bids**

##### **Qualification**

HURL, by the examination of Techno-Commercial Bid, will determine to its satisfaction whether the participating bidders are qualified to satisfactorily perform the contract in terms of the qualifying requirements stipulated in clause 4.0 of SCC.





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An affirmative determination of meeting the qualifying requirements will be a prerequisite for further evaluation of Techno-Commercial bid. A negative determination will result in rejection of the Bidder's Techno-Commercial Bid in which event HURL will not open the Price Bid of the concerned bidder and his EMD shall be returned.

### **Techno-Commercial Evaluation**

Bids shall be scrutinized on Techno-Commercial parameters as mentioned in clause 15.1(checklist) of NIT. Bidders are required to submit fully compliant bid. The bidders are required to furnish no deviation certificate in conformity to same. The bidder who has not submitted/ furnished such certificate, their price bid shall not be opened. However, clarifications shall be sought from bidder for any shortcoming found in their Bid **only once**. The bids along with clarification received by bidder shall be considered for techno-commercial evaluation. The PRICE BID shall be opened only of those bidders whose bid would have been considered techno-commercially accepted.

### **Price Bid Evaluation**

Bidders shall quote the unit rates for the items mentioned as sought for in the BOQ inclusive of taxes duties, levies including any other incidental charges applicable excluding GST. Price bids of the bidder shall be evaluated on the basis of their total quoted rate in SOR deriving as a sum-total of multiplication of unit rate & qty. of each SOR item i.e "X".

The lowest evaluated price of the technically qualified bidder shall be considered for award.

The management reserves the right to accept/ reject any or all tenders without assigning any reasons whatsoever.

## **10.0 Payment Terms & Documents required for Payment:**

As mention in **clause 8 to Annexure-G** (Technical Specifications/Scope of Work for Google Suite Email Services)

## **11.0 Price reduction clause**

In the event of delay in completion beyond contractual completion period, price reduction @ 0.5% of total contract price per week or part thereof subject to maximum 5% of total Contract Price value shall be recovered from Contractor's bill(s).



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## **12.0 Termination**

In the event of unsatisfactory performance, HURL New Delhi reserves the right to terminate the contract by giving the notice of 30 days to the contractor and make alternate arrangement at any time during currency of contract on risk & costs of contractor and / or forfeit its Security Deposit.

## **13.0 Force Majeure**

The act of God, epidemic, wars, revolution, and official strike shall be treated as force majeure condition. In event of occurrence of such condition neither party shall be responsible for delay in performance provided that it is notified within 07 days of its occurrence. The Contractor shall provide justification by documentation countersigned by the local chamber of commerce.

## **14.0 ENGINEER-IN-CHARGE/ ENGINEER**

Engineer-in-Charge/ Engineer shall mean the officer appointed by HURL to act on its behalf for any or all matters pertaining to the work to be carried out by you under the scope of this contract. Unless otherwise directed, Mr. Bhagirath Siyag, DGM (PP&M) shall act as the Engineer-in-Charge/ Engineer for this work.

## **15.0 Dispute Resolution**

Disputes if any, shall be sorted out amicably by mutual understanding. In the event of any dispute of differences whatsoever arising under this contract or in connection there with including any dispute relating to existing meaning and interpretation of this contract, the same if not resolved amicably, shall be referred to MD, HURL, whose decision will be final.

## **16.0 Benefits to MSE's**

Micro and Small Enterprises (MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or



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any other body specified by Ministry of Micro, Small and Medium Enterprises as per MSMED Act 2006, for goods produced & services rendered, shall be:

- i) Exempted from paying Earnest Money Deposit (if any).

Further, in tender, participating MSEs quoting price within price band of L1 + 15 percent shall also be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprise and such Micro and Small Enterprise shall be allowed to supply up to 20 percent of total tendered value. In case of more than one such MSE, the supply will be shared proportionately (to tendered quantity). However, for procurement of services or supplies where splitting of quantity is not possible, the award shall be given to L1 bidder only.

The benefit as above to MSEs shall be available only for goods/services produced & provided by MSEs for which they are registered.

MSEs seeking exemption and benefits should enclose an attested/self-certified copy of valid registration certificate, giving details such as validity, stores/services etc. failing which they run the risk of their bid being passed over as ineligible for the benefits applicable to MSEs.

### **17.0 Signing The Contract Agreement**

At the same time as the Employer notifies the successful bidder that its bid has been accepted by issuing the LOA, the bidder will send to the employer the Contract Agreement as per the format provided in the bidding documents attached as **Annexure-I**.

Within ten (10) days of receipt of the LOA, the successful bidder shall sign and date the Contract Agreement and return it to the Employer.

### **18.0 Obligation Of the Bidder**

Bidder shall take all necessary permits, licenses and shall abide by all the statutory requirements. Bidder shall keep HURL indemnified from all the statutory requirements to be completed by them being a contractor, during the currency of contract.

### **19.0 Governing laws**

This Contract shall be governed by the Indian Laws for the time being in force and the Delhi Courts alone shall have the exclusive jurisdiction on all matters arising under the contract.

Sign of Contractor

XXXXXXXXXXXXXXXX



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**Annexure-A**

ON NON- JUDICIAL STAMP PAPER OF Rs. 10 DULY ATTESTED

**AFFIDAVIT**

I, \_\_\_\_\_, being proprietor / partner / Director /authorized representative of M/s \_\_\_\_\_, do hereby solemnly affirm and state as under:

1. I, am submitting the tender for “**Work Of Corporate Email System For HURL**” against Tender Notice Number \_\_\_\_dated\_\_\_\_.
2. That I/ we/ our partners/ directors do not have any relative working in Hindustan Urvarak & Rasayan Limited.
3. That all information furnished by me/ us in respect of fulfilment of eligibility criteria and information given in this tender is complete, correct and true.
4. That all documents / credentials submitting along with this tender are genuine, authentic, true and valid.
5. That the price bid is unconditional.
6. That I/ we shall comply with all the statutory provisions as laid down under various Labour Laws/ Acts/ Rules like minimum wages, Provident Fund, ESI, Bonus, Gratuity, Contract Labour Act and other Labour Laws/ Acts/ Rules in force from time to time at my/ our own cost.
7. I/We indemnify hereby HURL against all repercussions arising out of non- compliance of the foregoing in any case.
8. That if any information or document submitted is found to be false/ incorrect, the Department may cancel my/ our tender and action as deemed fit may be taken against me/ us including termination of the contract, forfeiture of all dues including earnest money and blacklisting of me/ our firm and all partners of the firm etc.

Deponent

Verification

I, deponent, above named do hereby verify that contents of the above affidavit are true and correct to the best of my knowledge and belief.

Deponent



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**Annexure-B**

**Format For Electronics Payment**

Bidders are required to submit the following details on the company's letter head for online transfer of amount to their account:

1.	Contractor Name / Company Name	
	Address:	
	Phone No.	
	E-mail ID	
2. a	Name of the Bank	
b.	Address of the Branch	
c.	Telephone No.	
d.	9 Digit Code number of the Bank and Branch appearing on the MICR Cheque issued by the Bank	
e.	11 Digit NEFT/IFSC Code of the Bank Branch	
f.	Account Type (SB/CC/CA)	
g.	Bank Account No.(as appearing on the Cheque)	
h.	Permanent Account Number (PAN) Under Income Tax Act.	
I	GST Registration Number	
j.	Name of Authorized Signatory	
k.	Contact Person Name	

We hereby declare that the particulars given above are correct and complete

Authorized signatory of the bidder

Name

Designation

Date



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**Annexure-C**

**TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: - **Work Of Corporate Email System For HURL**

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:  
\_\_\_\_\_
2. as per your advertisement, given in the above-mentioned website(s).  
I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to (including all documents like annexure(s), schedule(s), etc ..), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)



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**Annexure-D**

**NO DEVIATION CERTIFICATE**

Bidder's Name & Address :	To, Senior Manager, HURL(New Delhi) 9th FLOOR, CORE 3 and 4, SCOPE MINAR, LAXMI NAGAR, DELHI, East Delhi, Delhi, 110092
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1. With reference to our Bid (Reference No. .... dated ..... ) for **Work Of Corporate Email System For HURL**, New Delhi, we hereby confirm that we comply with all terms, conditions and specifications of the Bidding Documents read in conjunction with Amendments(s) / Clarification(s) / Addenda / Errata (if any) issued by the Owner prior to opening of Techno – Commercial Bids and the same has been taken into consideration while making our Techno – Commercial Bid & Price Bid and we declare that we have not taken any deviation / exceptions in this regards.
2. We further confirm that any deviation variation or additional conditions etc or any mention, contrary to the Bidding Documents and its Amendments(s) / Clarification(s) / Addenda / Errata (if any) as mentioned at 1.0 above found anywhere in our Techno – Commercial Bid and / or price Bid, implicit or explicit, shall stand unconditionally withdrawn, without any cost implication whatsoever to the Owner, failing which the Bid Security shall be forfeited.

For and on behalf of : .....

Stamp & Signature : .....

Name : .....

Designation : .....

Date : .....

(Sign with seal of bidder)



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**Annexure-E**

**Work Of Corporate Email System For HURL**

**PROFORMA OF CERTIFICATE**

**(TO BE SUBMITTED BY CEO/MD OF THE BIDDING COMPANY ON COMPANY'S  
LETTER HEAD IN ORIGINAL)**

Ref. :

Date:

To  
Sr. Manager (C&M) / Manager (C&M)  
Hindustan Urvarak & Rasayan Limited,  
(A JV of CIL, NTPC, IOCL, FCIL & HFCL)  
Core-3, 9th Floor, SCOPE Minar  
Laxmi Nagar, District Centre,  
New Delhi, PIN – 110092

Sub:

Bidding Doc. No.

Dear Sir,

I, Mr. .... (CEO of the company / MD of the company), hereby certify that the data and documents furnished by M/s..... in respect of Techno-Commercial Evaluation are true and correct including the contents thereof.

I further, confirm that if at any point of time the declarations given in bid are found to be incorrect, HURL shall have the full right to terminate the contract and take any action as per provisions of contract including forfeiture of EMD/Security Deposit.

Yours faithfully,

(Signature)

Date

Name & Designation.....

Place

Name of the Company.....

(Seal of Company) .....





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**Annexure-F**

**Format of SOR (Schedule of Rate) /Price Bid /BOQ (Bill of Quantity)**

S No.	Description	Quantity (1)	Unit (2)	Unit Rate (Rs.) (3)	Total Quoted Price (1*3)
	<b>G-Suite from Google</b> (G Suite features include Gmail with Google Drive (file storage and sharing), Hangouts (video meetings and chat), Docs, Sheets, Slides, Forms, Calendar, and Sites)				
a)	Renewal of Existing email accounts with 30 GB Storage for 1 year	160	Nos		
b)	Renewal of Existing email accounts with 1 TB storage for 1 Year	15	Nos		
c)	50 Nos New email accounts with 30 GB Storage for 1 year	50	Nos		
d)	150 Nos New email accounts with 30 GB Storage during period of 1 year as per requirement (activation required in phased manner with Min. Lot of 25 ids)	150*	Nos		
e)	Additional 100 GB Storage for email accounts(per user) having 30 GB Storage on monthly basis (As per requirement)	500**	Per Month		
	<b><u>Total Quoted Price (X) =</u></b>				

\* Yearly Rate to be quoted. However, proportionate Payment shall be made based on period of usage of email ids from activation date. For Proportionate Payment, monthly rate shall be arrived by dividing yearly rate to 12.

Example:

If 25 Nos ids activated after 03 months from LOA, then proportionate payment shall be made for 09 months.

If further 25 Nos ids activated after 06 months from LOA, then proportionate payment shall be made for 06 months.

\*\* Quantity has been worked considering requirement of additional storage multiple times for multiple users during contract period. Example:



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If, 1<sup>st</sup> time additional storage required after 2 months from LOA for 15 users, then no. of months for actual execution shall be 10 for these 15 users & total months will be 150 and payment shall be made accordingly.

Similarly, if 2<sup>nd</sup> time additional storage required after 6 months from LOA for 50 users, then no. of months for actual execution shall be 6 for these 50 users & total months will be 300 and payment shall be made accordingly.

If, 3<sup>rd</sup> time additional storage required after 10 months from LOA for 25 users, then no. of months for actual execution shall be 2 for these 25 users and & total months will be 50 and payment shall be made accordingly.



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## **Annexure-G**

### **Technical Specifications/Scope of Work for Google Suite Email Services**

#### **Background**

Hindustan Urvarak & Rasayan Limited (HURL) is a Joint Venture Company of CIL, NTPC, IOCL, FCIL and HFCL. The three lead promoter companies of HURL namely CIL, NTPC and IOCL are amongst top Maharatna Public Sector Undertakings of the Government of India, belonging to Ministries of Coal, Power and Oil & Natural Gas.

The prime objective of HURL is to establish and operate state of the art environment friendly and energy efficient Natural Gas based new Fertilizer Complexes of 2200 MTPD Ammonia and 3850 MTPD Urea at each of the three locations, and simultaneously market the products, thus spurring economic growth in the eastern India.

Presently, HURL has around 175 Corporate E-mail Accounts with mail box Size of 30 GB/130 GB of Google Suite provided/managed by a web/email solution provider. All email accounts are having address [xyz@hurl.net.in](mailto:xyz@hurl.net.in).

Now we are looking for renewal of existing accounts as well as new Google Suite accounts.

#### **1.0 Detailed Scope of work:**

##### **Renewal of existing email accounts and additional email accounts from Google G-Suite:**

a) G-Suite features should include:

- Gmail, Hangouts and Calendar for communication.
- Drive for storage.
- Docs, Sheets, Slides, Forms, and Sites for collaboration.
- Admin panel for managing users and the services.

b) **Renewal of existing emails:** Out of 175 users, 15 users to be provided with 1TB Storage and 160 users with 30 GB storage.

c) Creation of new e-mail accounts with 30GB storage on monthly basis as and when required in min lot of 25 email accounts

d) Provision for additional 100 GB space on monthly basis to be provided for the mails where 30 GB space gets exhausted.



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- e) G-suite should be compatible for configuring in Microsoft Outlook as well as archiving in Outlook. It should also be compatible for configuring in Thunderbird as well as archiving.
- (f) Vendor to create/disable/block email accounts as and when instructed by HURL. Validity (end date) of all email ids taken during the contract period should be same.
- (g) Renewal & creation to be done on the same domain i.e. [xyz@hurl.net.in](mailto:xyz@hurl.net.in)
- (h) Vendor to share admin credentials with HURL authorized person and also train him for creating email accounts and other G- suite features.
- (i) Vendor to provide support in all possible way regarding issues arising in using email services including archiving solution through Outlook.
- j) Any support request should be acknowledged within 4 business hours and should be completed within the agreed time frame. However, vendor agent may also be required to be at site on call basis including all Holidays.
- k) Further, at the end of 1 year, vendor to handover all G-suite credentials to HURL.

## **2.0 BoQ**

<b>S No.</b>	<b>Description</b>	<b>Quantity</b>	<b>Unit</b>
	<b>G-Suite from Google (G Suite features include Gmail with Google Drive (file storage and sharing), Hangouts (video meetings and chat), Docs, Sheets, Slides, Forms, Calendar, and Sites</b>		
a)	Renewal of Existing email accounts with 30 GB Storage for 1 year	160	Nos
b)	Renewal of Existing email accounts with 1 TB storage for 1 Year	15	Nos
c)	50 Nos New email accounts with 30 GB Storage for 1 year	50	Nos
d)	150 Nos New email accounts with 30 GB Storage during period of 1 year as per requirement (activation required in phased manner with Min. Lot of 25 ids)	150*	Nos
e)	Additional 100 GB Storage for email accounts( per user) having 30 GB Storage on monthly basis (As per requirement)	500**	Per Month



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\* Yearly Rate to be quoted. However, proportionate Payment shall be made based on period of usage of email ids from activation date. For Proportionate Payment, monthly rate shall be arrived by dividing yearly rate to 12.

Example:

If 25 Nos ids activated after 03 months from LOA, then proportionate payment shall be made for 09 months.

If further 25 Nos ids activated after 06 months from LOA, then proportionate payment shall be made for 06 months.

\*\* Quantity has been worked considering requirement of additional storage multiple times for multiple users during contract period. Example:

If, 1<sup>st</sup> time additional storage required after 2 months from LOA for 15 users, then no. of months for actual execution shall be 10 for these 15 users & total months will be 150 and payment shall be made accordingly.

Similarly, if 2<sup>nd</sup> time additional storage required after 6 months from LOA for 50 users, then no. of months for actual execution shall be 6 for these 50 users & total months will be 300 and payment shall be made accordingly.

If, 3<sup>rd</sup> time additional storage required after 10 months from LOA for 25 users, then no. of months for actual execution shall be 2 for these 25 users and & total months will be 50 and payment shall be made accordingly.

### **3.0 Duration Of Work**

- Duration of work shall be one year from the date of renewal of existing email accounts or providing new email accounts, whichever is earlier. However, same can be extended further if required at mutually agreed terms & conditions.
- Renewal of Existing email accounts/ provision of new email accounts to be done within 24 hours after getting instruction from the HURL.

### **4.0 Sub Contract**

Sub-Contact of any of the works to any other firm is not allowed.

### **5.0 Variation in Quantity**

BoQ Quantities for SI No d) & e) can increase or decrease as per the requirement during contract duration. There will be no limit on variation in negative side (quantity decrease).



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However, maximum limit of variation on positive side (quantity increase) shall be 50 %.  
The same shall be executed by the contractor on the agreed price/rate as per LOA.

## **6.0 Email Uptime Calculation**

The Service Provider should ensure an uptime of 99.5 % for the entire duration of the contract.

The downtime will be reckoned round the clock (24 x 7). Maximum grace period to attend the call will be 4 hours. e.g., if the down time starts at 12.00 hours on a day and extends up to 11.00 hours the following working day, the down time will be calculated as below:

First day: from 12.00 hours to 00.00 hours : 12 hours

Second day: 00.00 hours to 11.00 hours : 11 Hours

Total down time hours : (23 - 4) Hours = 19 Hours

The % availability of the Link shall be calculated as follows:

Availability in % =  $\frac{(\text{No. of days in the month} \times 24) - (\text{Total down time hours in the month})}{(\text{No. of days in the month} \times 24)} \times 100$

(No. of days in the month x 24)

**Availability shall be calculated on monthly basis. (Calendar Month)**

## **7.0 Penalty Clause for Email Downtime**

In case the availability falls below 99.5%, HURL shall deduct 1% (one percent) for each one percent reduction in availability or by part thereof from the balance 10 % payment payable after successful completion of contract period, e.g. 4% reduction for 95.5% availability. However, Balance 10 % payment will not be made for availability below 90%.



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If the availability goes below 90% continuously for 3 months, the contract would be terminated.

**8.0 Payment Terms & Documents required for Payment:**

- a. BoQ Sl. No. a) to d):** 90% Payment as worked out based on executed quantity and considering unit rate will be made within 30 days of submission on invoice after Renewal of Existing email accounts/ provision of new email accounts in proportion to no. of email accounts. Proportionate payment shall be made considering 365 days in a year.

Balance 10 % payment will be made after successful completion of contract period and handing over of all G-suite credentials to HURL.

- b. BoQ Sl. No. e):** 100 % Payment for executed quantity shall be made on quarterly basis within 30 days from submission of invoice. For part period, proportionate payment shall be made and 30 days will be considered in a month for calculation of part period.

**9.0 Email Security:** Adequate measures to be taken to protect the email against top security vulnerabilities.



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**ANNEXURE-H**  
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**Performance Security Form**

(To be stamped in accordance with Stamp Act  
if any, of the Country of the Issuing Bank)

Bank Guarantee No.....

Date.....

To,

*[OWNER's Name & Address]*

Dear Sirs,

In consideration of the .....*[OWNER's Name]*..... (hereinafter referred to as the 'OWNER' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s .....*[Contractor's Name]*..... with its Registered /Head Office at ..... (hereinafter referred to as the 'Contractor', which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of OWNER's Notification of Award No. .... dated..... and the same having been unequivocally accepted by the contractor, resulting into a Contract bearing No..... dated ..... valued at ..... for ..... and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to .....(\*).....% ( ..... percent) of the said value of the Contract to the OWNER.

We .....*[Name & Address of the Bank]*.....having its Head Office at.....(hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the OWNER, on demand any and all monies payable by the Contractor to the extent of .....(\*)..... as aforesaid at any time upto .....(@)..... *[days/month/year]* without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the OWNER on the Bank shall be conclusive and binding notwithstanding any difference between the OWNER and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER and further agrees that the guarantee herein contained shall be enforceable till three months after expiry of its validity.





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The OWNER shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Contractor. The OWNER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the OWNER and the Contractor or any other course or remedy or security available to the OWNER. The Bank shall not be released of its obligations under these presents by any exercise by the OWNER of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the OWNER or any other indulgence shown by the OWNER or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank also agrees that the OWNER at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the OWNER may have in relation to the Contractor's liabilities.

Notwithstanding anything contained hereinabove our liability under this guarantee is restricted to .....(\*)..... and it shall remain in force up to and including .....(@)..... and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s .....[Contractor's Name]..... on whose behalf this guarantee has been given.

Dated this ..... day of ..... 20..... at.....

(Signature).....

(Name).....

.....

(Designation with

Bank Stamp)

Attorney as per Power

of Attorney No.....

Dated.....



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- Notes :**1. (\*) This sum shall be five percent (10%) of the Contract Price.
- (@) This date will be three months beyond the Defects liability period as specified in the Contract.
2. The Bank Guarantee shall be from a nationalised Bank.
3. The stamp papers of appropriate value shall be purchased in the name of guarantee issuing Bank or the party on whose behalf for BG is being issued.

The Bank Guarantee shall be issued on a stamp paper of value as per Stamp Act if any, of the Country of the Issuing Bank.



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## ANNEXURE-I

### Form of Contract Agreement

THIS CONTRACT AGREEMENT is made the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_..

#### BETWEEN

(1) *[Name of Employer]*, a corporation incorporated under the laws of *[country of Employer]* and having its principal place of business at *[address of Employer]* (hereinafter called “the Employer”), and

(2) *[name of Contractor]*, a corporation incorporated under the laws of *[country of Contractor]* and having its principal place of business at *[address of Contractor]* (hereinafter called “the Contractor”)

WHEREAS the Employer desires to engage the Contractor to design, manufacture, test, deliver, install, complete and commission certain Facilities, viz. *[list of facilities]* (“the Facilities”) and the Contractor have agreed to such engagement upon and subject to the terms and conditions hereinafter appearing.

NOW IT IS HEREBY AGREED as follows:

#### **Article 1. Contract Documents**

##### **Contract Documents**

The following documents shall constitute the Contract between the Employer and the Contractor, and each shall be read and construed as an integral part of the Contract:

- (a) This Contract Agreement
- (b) Letter of Award (.... To be enclosed as Annexure.....)
- (c) Special Conditions of Contract (.... To be enclosed as Annexure.....)
- (d) Technical Specifications (.... To be enclosed as Annexure.....)
- (e) The Bid and Price Schedules submitted by the Contractor (.... To be enclosed as Annexure.....)

#### **1.2**

##### **Order of Precedence**

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above.

#### **Article 2. Contract Price and Terms of**

##### **Contract Price**

The Employer hereby agrees to pay to the Contractor the



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## **Payment**

Contract Price in consideration of the performance by the Contractor of its obligations hereunder. The Contract Price shall be the aggregate of: .....  
[amount of local currency in words], [amount in figures], or such other sums as may be determined in accordance with the terms and conditions of the Contract.

2.2

### **Terms of Payment**

The terms and procedures of payment according to which the Employer will reimburse the Contractor shall be as per the Contract Documents.

## **Article 3. Effective Date for Determining Time for Completion**

3.1

### **Effective Date**

The Time of Completion of the Facilities shall be determined from the date of Letter of Award.

## **Article 4.**

It is expressly understood and agreed by and between the Contractor and the Employer that the Employer is entering into this Agreement solely on its own behalf and not on behalf of any other person or entity. In particular it is expressly understood and agreed that the Government of India is not a party to this Agreement and has no liabilities, obligations or rights hereunder. It is expressly understood and agreed that the Employer is an Independent legal entity with power and authority to enter into contracts solely on its own behalf under the applicable laws of India and the general principles of Contract Law. The Contractor expressly agrees, acknowledges and understands that the Employer is not an Agent, Representative or Delegate of the Govt. of India. It is Further understood and agreed that the Government of India is not and shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the Contract. Accordingly, the Contractor expressly waives, releases and foregoes any and all actions or claims, including cross claims, impleader claims or counter claims against the Government of India arising out of this Contract and covenants not to sue the Government of India as to any manner, claim, cause of action or thing whatsoever arising of or under this Agreement.

IN WITNESS WHEREOF the Employer and the Contractor have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

Signed by for and on behalf of the Employer

\_\_\_\_\_  
[Signature]



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\_\_\_\_\_  
[Title]

in the presence of \_\_\_\_\_

Signed by for and on behalf of the Contractor

\_\_\_\_\_  
[Signature]

\_\_\_\_\_  
[Title]

in the presence of \_\_\_\_\_

CONTRACT AGREEMENT

dated the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

BETWEEN

\_\_\_\_\_  
[“the Employer”]

and

\_\_\_\_\_  
[“the Contractor”]