

**The Gem & Jewellery Export Promotion Council  
(GJEPC)**

**REQUEST FOR PROPOSAL**

**FOR  
Microsoft mail Exchange solution**

<b>Date of issue of RFP</b>	<b>7.12.16</b>
<b>Last date for submission of RFP</b>	<b>17.12.16</b>
<b>Address for communication</b>	<b>Executive Director The Gem &amp; Jewellery Export Promotion Council Office No. AW 1010, Tower A, G Block, Bharat Diamond Bourse, Next to ICICI Bank, Bandra-Kurla Complex, Bandra - East, Mumbai - 400 051, India</b>

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## 2. DISCLAIMER

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with GJEPC in relation to the provision of services. Neither GJEPC nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither GJEPC nor any of its directors, officers, employees, agents, representative, contractors or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

This request for proposal document ('RFP document' or RFP) has been prepared solely for the purpose of enabling GJEPC to select a technology vendor for Microsoft Email Exchange on cloud and migration of mails from current mailing system (IBM web Mail cloud)

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between GJEPC and any successful vendor as identified by GJEPC, after completion of the selection process as detailed in this document.

This RFP contains confidential and proprietary information of GJEPC and by accepting its delivery or reading its content, all recipients of this RFP agree that they have executed a valid Non-Disclosure Agreement with GJEPC and agree to maintain the confidentiality of the information contained herein. All recipients also agree that their responses to this RFP may become part of a contract with GJEPC if they are selected for contract negotiations.

GJEPC reserves the right to amend modify, withdraw or terminate the RFP at any time.

### 3. ABOUT GJEPC

The Gem & Jewellery Export Promotion Council (GJEPC) was set up by the Ministry of Commerce, Government of India (GoI) in 1966. It was one of several Export Promotion Councils (EPCs) launched by the Indian Government, to boost the country's export thrust, when India's post-Independence economy began making forays in the international markets. Since 1998, GJEPC has been granted autonomous status.

The GJEPC is the apex body of the gems & jewellery industry and today it represents almost 6,000 exporters in the sector. With headquarters in Mumbai, the GJEPC has Regional Offices in New Delhi, Kolkata, Chennai, Surat and Jaipur, all of which are major centres for the industry. It thus has a wide reach and is able to have a closer interaction with members to serve them in a direct and more meaningful manner.

### 4. PURPOSE & HIGH LEVEL SCOPE

The purpose of this RFP is to solicit proposals from qualified bidders to provide Microsoft mail Exchange solution on cloud /mail migration , implementation.

### 5. INSTRUCTIONS TO BIDDERS

The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at bidders own risk.

No binding legal relationship will exist between any of the respondents and GJEPC until execution of a contractual agreement.

The bidder should have experience in commission at least two such projects in India and should be able to furnish case studies related to the above projects, with references.(Should be authorised business partner of Microsoft)

Bidder should provide their financial soundness along with adequate supporting /evidences.

The bidder should provide/present the billing models along with payment terms and conditions for the services availed.

Each recipient acknowledges and accepts that GJEPC may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for shortlisting/selecting the eligible vendors. The RFP document will not form part of any contract or arrangement, which

may result from the issue of this document or any investigation or review, carried out by a recipient.

A recipient will, by responding to GJEPC for RFP, be deemed to have accepted the terms of this introduction and disclaimer.

Recipients are required to direct all communications related to this RFP, through the nominated point of contact person:

**Contact:**

Mr. Mahesh Bhoir, Sr. Manager, EDP

Ph.: +91 22 26544625

Mail id: [mahesh@gjepcindia.com](mailto:mahesh@gjepcindia.com)

## 6. PROPOSAL SCHEDULE

The Schedule outlined may be changed by GJEPC with notice to responding vendors. Key dates for the evaluation process are:

7.12.16	Request for Proposal (RFP) issued
12.12.16	Last Date for addressing any queries Please send your queries to <a href="mailto:mahesh@gjepcindia.com">mahesh@gjepcindia.com</a> before 7:00 PM
13.12.16	Vendor workshop for addressing vendor queries 10:00 AM to 1:00 PM
17.12.16	Proposal submission deadline

GJEPC may, in its absolute discretion, seek additional information or material from any respondents after the RFP closes and all such information and material provided must be taken to form part of that respondent's response.

Respondents should provide details of their contact persons, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.

Queries / Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10:00 a.m. to 5:00 p.m. on any working days (Monday to Friday except holidays).

GJEPC will notify all short-listed respondents in writing or by mail as soon as practicable about the outcome of their RFP. GJEPC is not obliged to provide any reasons for any such acceptance or rejection.

The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids qualifying both Minimum Eligibility Criteria and Technical Evaluation will be eligible for Commercial Evaluation.

## 7. DETAILED SCOPE OF WORK

- Microsoft mail exchange on cloud
  - Configuration : Configuration of Clients machines / Administrator console
  - Migration of mails : From IBM cloud to Ms Exchange
  - Implementation : Setup user accounts and sign off from users
  - Training to end users : basic training on MS exchange mail transport protocols
  - Training to IT administrator : Training to IT Admin staff on Administrator Console/ User Management etc
  - Maintenance and Support : User level/ Security level Support and maintenance
  - Security :
    - i. support SPF, DKIM and DMARC configuration for all e-mail DNS domain-names owned by GJEPC
    - ii. 2-factor authentication for all online services such as website login, web-mail login,
    - iii. Antispam filters, Antivirus etc

## 8. VENDOR RESPONSE TO RFP

### Vendors Executive Presentation On Project Strategies And Cost

The presentation must include:

- Vendors company overview including references
- A detailed approach and methodology
- A detailed timeline of the sequence of events required to complete the task
- Relevant Case studies

The presentation will be held at GJEPC facilities. The presentations will be individual by vendor; presentation time will be scheduled through GJEPC contact.

### Proposal Organization

RFP responses must be submitted in an organized manner, each copy separately bound with section tabs that correspond with the Table of Content within this document. The first page of

Vendor proposal should list a Primary and Secondary Vendor contacts. Contact information should include name, phone number, cell phone number and e-mail address.

One (1) electronic and One (1) written copies of the RFP response should be submitted. All written responses should have consecutively numbered pages, including all pages with printed matter, table of contents and section dividers. Unnecessarily elaborate brochures or other presentations beyond that which is sufficient to present a complete and effective proposal are not necessary.

Wherever repetition occurs in the RFP with regard to similar requests for information, the vendor need not repeat the information. However, reference should be made to the **exact** location of the information in the proposal.

GJEPC will evaluate the information you provide and contact you should further information be needed.

#### Response Format

Bidder should include as a part of its Technical Bid response, the following documents in the order as given below:

1. Index
2. Understanding of scope of work
3. Proposed phase wise of scope of work
4. Proposed Approach and Methodology
5. Bidder is required to submit the
  - 5.1. Project Plan,
  - 5.2. Delivery Schedule and
  - 5.3. Detailed proposed profile (which includes Name, Qualification, Experience in similar projects, Certifications) of resources for this project.
6. Summary of case studies relevant to GJEPC requirement.
7. Dependencies on GJEPC
8. Any other document relevant towards the solution offered.
9. Undertaking on Company's letter head stating that they agree to all requirements, terms and conditions mentioned in the RFP.
10. Unpriced Commercials/ Fees in technical bid as per Annexure- 2
11. Project Commercials/ Fees (Fixed) in a **separate sealed envelope** as per Annexure- 2
12. The commercials shall be all inclusive of service tax, vat and any other taxes as applicable and prescribed by the governing authorities or any other laws being in force at that time.

The bidders should submit one hardcopy of technical bid and also one softcopies in DVD/CD.

#### Response Language

The response prepared by the vendor, as well as all the correspondence and documents relating to the proposal exchanged by the vendor and GJEPC and supporting documents and printed literature shall be written in English.

#### Response Currency

The bids are to be quoted in Indian Rupees only

### 9. TERMS FOR PAYMENT

This will be a fixed cost project which will include all cost related to travel and lodging, vendor will be quoting in Indian Rupees all inclusive of service tax, vat and any other taxes as applicable and prescribed by the governing authorities or any other laws being in force at that time and the same quote will be valid for 6 (six) months.

### 10. CONTRACT NEGOTIATION

Should GJEPC enter into contract negotiations, we will negotiate with standard GJEPC contract agreement guidelines. GJEPC reserves the right to shift to an alternate vendor without prior notice.

### 11. EXCLUSIVITY

GJEPC has the sole and exclusive right over the assignment of the contract and the bidder shall not have any claim whatsoever over the selection and assignment of the contract under this RFP.

### 12. CONFIDENTIALITY

The Bidder shall keep and continue to keep confidential, during the process of bidding, any and all information and/or data (collectively hereinafter referred to as the "Confidential Information") exchanged, shared or provided, whether orally or in writing, under or pursuant to this RFP. Such Confidential Information may include but shall not be limited to the content, technical information, commercial information and advertiser information. Further the bidder hereby agree that such Confidential Information shall be disseminated only to such of its representatives and/or employees who have a need to know and are entitled to such information and for the furtherance of this RFP and who have individually agreed in writing with their respective organisations to be bound by the terms of confidentiality.

### 13. NON ASSIGNMENT



The Bidder shall not assign, transfer, sub-contract or in any other manner make over to any third party the benefit and/or burden of this RFP without prior written consent of GJEPC.

#### 14. FORCE MAJEURE

Neither Party shall be responsible for any failure to perform its obligation due to unforeseen circumstances or due to causes beyond its control even after exertion of best efforts to prevent such failure, which failure may include, but is not limited to, acts of God, fire, floods, war, riots, embargoes, strikes, lockouts, acts of any Government authority, rejection of applications under the Statutes, delays in obtaining licenses or repeal, passing or amendment of a Statute.

#### 15. GOVERNING LAW

This RFP shall be interpreted in accordance with and governed by the laws of India and the Bidder hereby consent to the jurisdiction of the appropriate courts in India.

#### 16. ARBITRATION

In case of dispute with regards to the terms of this RFP and no amicable settlement by way of negotiations can be arrived at between the Parties, within a period of 30 (thirty) days of commencement of such negotiations, then such dispute and/or claim arising out of or relating to this RFP shall be referred to the arbitration of a sole arbitrator, to be jointly appointed by the Parties and where the Parties are unable to agree upon a sole arbitrator, to the arbitration of three arbitrators, one to be appointed by each Party and the third arbitrator to be appointed by the two arbitrators so appointed by the Parties. The seat of arbitration shall be Mumbai, India and the language of arbitration shall be English. The arbitrator(s) shall have power to regulate its own procedure, including summary powers and the place of its arbitration will be Mumbai. The award of the arbitrator shall be final and binding on the Parties. The Arbitration and Conciliation Act, 1996, or any statutory modification subsequent thereof shall in all respects govern the arbitration. The arbitration shall be governed by the laws of India.

### ANNEXURE II

#### COMMERCIAL RESPONSE FORMAT

The Bidder's cost Bids must be itemized as per Schedule of Rates.

Taxes and duties included in the quoted price shall be separately indicated with Percentage (%) thereof.

Part	tem	Part no.	Unit cost	quantity	Price
A	Microsoft O365 Business Essential	2a727ae4-f201-497d-a9d6-c6a892df4a87		230 users*	

B	Microsoft O365 Enterprise E3	796b6b5f-613c-4e24-a17c-eba730d49c02		20 users*	
C	Deployment (Migration and Installation)				
	*Quantity may change				

**This RFP is for a fixed price bid and price escalation at any stage after the submission of the bid will not be allowed.**

The bidder's pricing shall take into account the following aspects while costing:

1. Bidder shall have to arrange any additional requirement / infrastructure / or facility at his own expense.
2. Bidder has to take exchange cover on his own for protection against currency exchange rate fluctuations, if applicable. The Bids should be submitted only in Indian Rupees.

#### **PAYMENT TERMS**

- 50 % Payment on delivery/schedule:
- 50 % after successful implementation

#### **TAXES/LEVIES**

The Bidder shall ensure compliance of all applicable provisions and payment at its cost, the taxes and the levies such as Service Tax, Professional Tax etc. on providing software services to GJEPC under the Bid.