

Tender Number: DHI/Procurement-01/2020/775

Dtd. 30/12/2020



REQUEST FOR PROPOSAL

DHI – Google G-Suite Upgradation & Migration

December 2020

Druk Holding and Investments Limited,
P.O Box 1127, New BOBL Building, Norzin Lam, Thimphu, Bhutan
Tele# +975-2-336257/58, Fax# +975-2336259
Website: www.dhi.bt



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PART 1

1. Notice Inviting Quotation

NIQ No.: DHI/Procurement-01/2020/775

December 30, 2020

Notice Inviting Quotation

The Druk Holding and Investments Limited, (DHI) invites e-Bid from eligible firms (hereafter referred to as the “bidder” / “Consultant”) with valid trade license for providing the service to upgrade and migrate the current DHI google legacy free edition to G-suite Basic edition.

DHI would like to inform the interested firms to kindly visit the website www.tender.bt for vendor registration and to submit the proposal online.

The EMD amount must be submitted physically to DHI office before the tender submission date. In case the covid-19 situation continues, please refer the covid-19 situation clause mentioned in the RFP. Failure to submit the EMD amount, the respective firm will not be considered.

The user manual for vendor registration and bidding process is available on the website www.tender.bt or else can be downloaded from following links:

- i. User manual for vendor registration
- ii. User manual for Bidding process

Interested firms may obtain further information at the address below during office hours [9am to 5pm].

Proposals must be submitted online by **29th January, 2021 before 12 noon.**

Druk Holding and Investments Ltd., (DHI)
Attn: Procurement Unit,
New BOBL Building, Norzin Lam, Thimphu
Tel: [+975-2-336257/8], Fax: [+975-2-336259]

2. Introduction

Druk Holding and Investments Ltd. (DHI) is the commercial arm of the Royal Government of Bhutan. DHI was established in 2007 upon issuance of the Royal Charter, "to hold and manage the existing and future investments of the Royal Government for the long-term benefit of the people of Bhutan".

As the investment arm of the Government, DHI will continue to grow and expand its business. The dependency for reliable official email solution and timely availability of information will also increase. To match with volume and complexity of business as well as to have basic system infrastructure in order to meet the future growth of DHI and DOCs, it is important to have a well managed, and integrated official email solution in place.

3. Background

DHI started to use the google legacy free edition with 100 free users from the year 2008. The domain used for the email is xxx@dhi.bt, and procured from Bhutan Telecom Limited.

PART 2

1. Scope of Work

DHI is seeking for valid firm to provide the service to upgrade and migrate the current DHI google legacy free edition to G-suite Basic edition. DHI is also looking for the procurement of additional licenses for the same. The timeline for the completion of the service is 30 days from the award of the work order.

The following are the scope of work, but not limited to:

- Procurement of 150 users of google G-suite Basic edition.
- Upgrade and migrate the current DHI users (100 users) from google legacy free edition to G-suite Basic edition.
- Acquire licenses, verify domain, migrate emails where applicable, and Configure dual delivery and Configure Mobile devices. Migrate PST's from the server, conduct training, Migrate MX records, Commission Email and maintain.

2. Bidding Documents

DHI would like to inform the interested firms to kindly visit the website www.tender.bt/www.dhi.bt for bidding documents. For further information at the address below during office hours [9am to 5pm]:

Druk Holding and Investments Ltd., (DHI)
Attn: Procurement Unit,
Norzin Lam, Thimphu
Tel: [+975-2-336257/8], Fax: [+975-2-336259]

3. Submission and Opening of the Bid

- i. Quotations for the items should be submitted on or **January 29th, 2021 before 12 noon and will be opened on the same date at 14:30 hrs. in DHI, Meeting Room 1.**
- ii. Quotations with complete details in form of Annexure 1 & 2 should be addressed to The Associate Director, Druk Holding and Investments Limited, Norzin Lam, Thimphu. For any further information please contact Procurement Unit, contact no. +975-2336257/58 (103). The quotation submitted by the firm shall comprise the following:
 - Bid Submission Form ([Annexure-I](#))
 - Mandatory Technical Requirement ([Annexure – II](#))
 - A duly completed and signed price quotation as per the Schedule of Item(s) and the Price Quotation. ([Annexure -III](#))
 - The required bid security
 - Any other requirements specified in this document



4. Price of the Bid

All prices shall be quoted in Ngultrum. The quoted price shall be inclusive of all related costs including taxes, duties and other levies to the final place of delivery.

5. Place and Timeline of Delivery

The final place of delivery is DHI, Norzin Lam, 5th Floor new BOBL Building, Thimphu, addressed to Associate Director, Corporate Services Division, Druk Holding and Investments Limited. The Bidder must deliver the items within 30 days from the award of the work order.

6. Covid -19 situation

In case the covid-19 situation extends during the submission date of the tender, the bidder is requested to kindly submit the following:

- 6.1 **Integrity Pact:** Signed copy of the integrity pact to be submitted. No need for legal stamp during the submission, but would be required to sign again during the contract signing.
- 6.2 **Bid Security (EMD):** the lump sum amount of **Nu. 10,000/-** to be deposited to the DHI's BOBL account no: 100893691, and submit the transaction details along with other documents during bid submission.

7. Bid Security

The quotation shall be accompanied by lump sum amount of Nu. 10,000/- Earnest Money Deposit (EMD/Bid Security) in the form of cash warrant, demand draft or unconditional Bank Guarantee valid for 3 months in favour of The Associate Director, CSD, Druk Holding and Investments Limited, Thimphu in and separate envelope marked as "Bid Security".

- 7.1 Any bid not accompanied by bid security shall be treated as non-responsive.
- 7.2 The bid security of unsuccessful bidders shall be returned within 15 days from the date of finalisation of the tender.
- 7.3 The bid security of the successful bidder shall be returned immediately after or adjusted against the submission of the performance security by the successful bidder to whom the contract is awarded.
- 7.4 The bid security shall be forfeited:
 - a. if a bidder withdraws its bids during the bid validity period,
 - b. if a bidder doesn't accept the arithmetical corrections of its bids,
- 7.5 In the case of successful bidder, if the bidder fails to:
 - a. sign the contract within the specified prescribed time and
 - b. Furnish the performance security within the prescribed time.



8. Performance Security

- 8.1 The successful bidders are required to submit 10% of the agreed contract price as Performance Security prior to the signing of the contract and it shall be refunded upon the completion of the supply.
- 8.2 The performance security should be deposited in the form of unconditional bank guarantee/cash warrant/demand draft in favour of The Associate Director, CSD, Druk Holding and Investments Limited, Thimphu.
- 8.3 The performance security shall be discharged and returned to the owner/firm after completion of the supply.
- 8.4 The performance security shall be forfeited if the successful bidder fails to adhere by its obligations within the contract period.

9. Advance Payment

No advance payment shall be provided.

10. Evaluation of Quotation

The bidder(s) must comply with all the minimum technical requirement ([Annexure II](#)) for financial evaluation.

11. Award of Contract

The award will be made to the bidder who have qualified the technical specification and is offering the lowest evaluated price that meets the requirement of DHI. The successful bidder will sign a contract with DHI, prior to the award of the work order.

12. Quality of the Supply

The quality/standard of the supply shall be maintained strictly and the work order for the selected firm not meeting the quality/standard of the supply, will be cancelled and forfeit the performance security deposit. The work will be awarded to the next bidder.

13. Validity of the offer

Your quotation(s) shall be valid for a period of 03 months from the deadline for receipt of quotation(s). However the period of validity may be extended on mutual agreement.

14. Liquidated Damages

In case a delay in the supply of the email solution, liquidated damages @ 0.1% maximum of 10% shall be levied for the number of days of delay. The work shall be completed within the stipulated date and time.



15. Verification and Acceptance

DHI shall carry out detailed verification and acceptance on the required email solution , and in case of fault, mis-matching of specification or any other issues found, DHI reserves the right to reject any or all of the items without assigning any reason. It will be at the DHI's discretion to take the final decision on such situation if pertains.

16. Payments

The payment shall be made within 30 days upon verification and acceptance by DHI, based on the receipt of bill/invoice from the firm.

17. Resolution of Disputes

In case of any disputes, it shall be dealt as DHI Procurement Manual 2010, and the governing law and jurisdiction applicable within Bhutan.

18. Force Majeure

In the event, owner/firm delays in performing their obligations under the contract, and such delay is caused by force majeure, including but not limited to war, civil insurrection, fire, floods, epidemics, earthquakes, pandemics, quarantine restrictions and freight embargoes, such delay may be excused and the period of such delay may be added to the time of performance of obligation delayed. If a force majeure situation arises, the supplier/bidder shall notify the Procuring agency in writing of such conditions and the cause thereof along with documentary or pictorial evidence acceptable to the Procuring agency. Unless otherwise directed by the Procuring agency in writing, the owner/firm shall continue to perform its obligation.

19. Termination of the Contract

The contract shall be terminated if in case the owner/firm fails to abide by its obligations and the contract may be awarded to next bidder.

20. General Terms and Conditions

- 20.1 Depending on the final requirement, the purchaser may increase or decrease the quantities by fifteen percent (15%) of the purchase order.
- 20.2 The quotation(s) will be opened in the presence of bidders or their representatives who choose to attend at the specified venue and time.
- 20.3 DHI is not bound to accept the lowest bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.
- 20.4 The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the supply order.
- 20.5 DHI reserves the right to reject any or all of the tenders without assigning any reason.

20.6 The decision of the tender committee will be final and binding.

21. Additional Work

DHI may require the consultant to carry out additional work that is not mentioned in the scope of work, for which it will be at the discretion of the DHI management to decide and award the work based on the man-month rate quoted by the consultant.

22. Question Submittal Form

Questions regarding this RFP must be submitted in writing, in MS Word format on the form provided below and returned via: email to the RFP Contact listed in Part 2, clause 3.2 and only during the allotted time frame detailed in the timeline, Part 2, clause 3.1. Answers to all pertinent questions from all Vendors will be returned to all RFP participants without identifying the Vendor making the inquiry. The answers to the questions will be made available as per the RFP timeline mentioned in Part 2, clause 3.1 of this RFP at DHI website (www.dhi.bt).

START BELOW HERE --- use "CUT" and then "PASTE" to another MS Word document

# Tender Number: DHI/Procurement-01/2020/		RFP QUESTION FORM	
RFP Section and Paragraph:		RFP Page Number:	
Submitted By:		Date Submitted:	
Email:		Phone:	
Company Name:			
Questions:			
1			
2			
3			
4			
5			



PART 3

1. Annexure I

Bid Submission Form

(Use Official Letter Head)

To,
Associate Director,
Druk Holding and Investments Limited
DHI, Thimphu.

Sir:

Subject: Quotations for

Dear Sir,

I/We _____ Individual/ firm herewith enclose quotation for selection of my/our firm/organization for

I, the undersigned, hereby declare to the best of my knowledge and belief, this information is true and correct.

Yours faithfully,

Signature _____

Full Name _____

Designation _____

Address _____

(Authorized Representative)



2. Annexure II

Mandatory Technical Requirements

Specification	Minimum Requirement	Bidder Response (yes/no)
Solution	Supply of G-Suite Licenses for 150 users with set up broken below:	
Product Description	G-Suite email Licenses (Basic for 150 users for 1,2- & 3-year's subscription)	
	G-Suite email Licenses (Basic for bulk users (10) for 1,2- & 3- year's subscription)	
Mobile Platform accessibility	Mobile email, calendar, mail synchronization	
Email Security	TLS server-to-server encryption SSL enforcement for secure HTTPS access	
Collaboration	Intelligent Office Suite	
Storage	Secure cloud-based file storage per user. 30GB storage on Basic	
Administration	Centralized admin console.	
Adverts	Ad- Free experience	
Support	24-7 support by phone, email and online	
Uptime	95% and above guaranteed.	
Migration	Data migration and Setup	
Mail recovery	Recover mails up to 30 Days after deleting	
<p><i>NB: - Bidders must meet all the technical minimum requirements to qualify for financial evaluation</i></p>		

3. Annexure III

Price Quotation Form

Sl	Description	Amount (Ngultrum)		
		1 Year	2 Years	3 Years
1.	G-Suite basic licenses for 150 Users with 30GB storage			
2.	G-Suite basic licenses for at least 10 Users per block with 30GB storage			
3.	Setup, Migration support and training.			

*** DHI will be initially procuring 150 users licenses with the provision of additional procurement of at least 10 users per block.*