

TENDER DOCUMENT

Tender No: CDIT/07/WSD-GWS/2025-26/T654 dated 21.07.2025

TENDER INVITED FOR

PROVIDING “GOOGLE WORK SPACE LICENSES”

FROM AUTHORISED PREMIUM GOOGLE PARTNERS FOR CDIT

UNDER TWO BID SYSTEM

Centre for Development of Imaging Technology (C-DIT)

Chithranjali Hills, Thiruvallam.P O, Thiruvananthapuram,
Kerala India - 695 027

Phone: +91 – 471 - 2380910, 2380912, 2380953

1. Notice Inviting Tender

Tender No.: CDIT/07/WSD-GWS/2025-26/T654 dated 21.07.2025

Tender for Providing Google Workspace Licenses for Centre for Development of Imaging Technology (C-DIT)

Centre for Development of Imaging Technology (C-DIT) (Herein after referred to as the Buyer), invites tenders from suitable eligible resellers or certified partners for Purchasing Google Workspace Licenses for Centre for Development of Imaging Technology (C-DIT) as per the schedule of requirements given below.

Important Dates & Time of the Tender shall be as below:

Publication of Tender	21.07.2025
Address for communication, opening of technical & commercial bid	Centre for Development of Imaging Technology (C-DIT) Chithranjali Hills, Thiruvallam.P O, Thiruvananthapuram, Kerala - 695 027
Contact details	Mobile: 9447589773, Email: cdit@cdit.org
Pre-bid queries	May be forwarded to cdit@cdit.org , procurement@cdit.org Queries received till 10 AM on 28/07/2025 only will be responded
Bid submission end date and time	28.07.2025 3.00 PM
Opening of technical bids:	28.07.2025; 3.30 PM

Opening of commercial bids	Will be intimated later.
-----------------------------------	--------------------------

- C-DIT reserves the right to amend or cancel the tender in part or in full without prior notice at any point of time.
- The tender document should be submitted as per formats along with all relevant documents.

2. Schedule of Requirements

Item Description	Period of contract
Purchasing of Google Workspace Licenses	1 year

Registrar

Centre for Development of Imaging Technology (C-DIT)
Chitranjali Hills, Thiruvallom PO
Thiruvananthapuram, Kerala

3. Guidance to Bidders

3.1 Introduction – Definitions

- **“Centre for Development of Imaging Technology (C-DIT) / The Buyer”** means Centre for Development of Imaging Technology (C-DIT).
- **"The Bidder / Vendor"** means the individual or firm or company who participates in this tender and submits its bid.
- **"The Contractor"** means the individual or firm executing the work defined in the Notice Inviting Tender.
- **"The Work Order"** means the order placed for Purchasing of Google Workspace Licenses for the Contractor duly signed by the Buyer including all attachments and appendices thereto and all documents incorporated by reference therein.
- **“The Contract”** means the agreement signed between the Buyer and the Contractor as per the terms and conditions contained in the Work Order.
- **"The Contract Price"** means the price payable to the Contractor under the Work Order for the full and proper performance of its contractual obligations.
- **“Non-Responsive Bid”** means a bid, which is not submitted in line with the tender requirements - Terms and Conditions of the Tender, other conditions in the tender documents etc.

3.2 General Instructions to Bidders

1. Looking for an authorised Google Premium Partner companies or certified partners to purchase Google Workspace licenses for Centre for Development of Imaging Technology (C-DIT).
2. Bidders are advised to study all Technical & Commercial aspects, instructions, forms, terms and specifications in the tender document carefully before participating.
3. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder’s risk and may result in the rejection of the bid.

4. Bids shall be submitted in two parts as follows:

Cover 1 – Pre-qualification cum technical bid

Cover 2 – Price bid

5. The bidder has to hold the basic rate of the service throughout the bid validity period. GST rate at the time of billing shall be applicable.
6. The successful Bidder has to execute an agreement in non-judicial stamp paper of value Rs. 200/- for ensuring smooth service.
7. Centre for Development of Imaging Technology (C-DIT) reserves the right to reject any or all tenders without assigning any reason whatsoever.
8. The tenders will be opened on the date and the time indicated. If the date of opening is declared to be a holiday, the tenders will be opened on the next working day.
9. If the order is not executed as per the manner mentioned, Centre for Development of Imaging Technology (C-DIT) will be at liberty to get the work done through other sources, and to forfeit the security deposit amount of the Bidder.
10. **Payment** will be made after submission of Invoice and verification by the authorized person of Centre for Development of Imaging Technology (C-DIT).
11. **Jurisdiction:** The Courts situated in Thiruvananthapuram alone will have jurisdiction on the Contract.
12. Conditional bids are not acceptable and are liable for rejection.
13. The Bidder shall bear all costs associated with the preparation and submission of the bid. The Buyer, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
14. All documents submitted in the tender shall be part & parcel of the agreement, to be signed with the successful bidder.

Scope of Work.

1. Procurement of Google Workspace Licenses

- Supply and deliver Google Workspace - Business Standard - licenses for an initial count of **30 users**.
- Each license must provide access to core applications including Gmail, Calendar, Drive, Docs, Sheets, Slides, Meet, Chat, etc.

- The license should be **scalable** to support future user additions.
- Licenses must be valid for **one year**, with the option to renew annually.
- Provide a minimum of **2 TB of pooled storage per user**, totaling at least 60 TB across the team.

2. **Advanced AI Capabilities (Gemini AI Pro)**

- **Preferred Option:** Full integration of Gemini AI Pro into the Google Workspace environment to enable AI-powered features within applications like Gmail, Docs, and Meet for all 30 users.

3. **Authorised Partner**

- Bidder must be an **Authorised Google Premium Partner company** and provide supporting documentation/certification.
- Only genuine licenses directly procured through Google or its authorised partner network shall be accepted.

4. **User Management & Scalability**

- Facilitate user provisioning, access control, and integration with authentication systems (if required).
- Ensure flexibility for **upgrading user count** during the license period.

5. **Technical Support & Issue Resolution**

- The bidder should assign a dedicated technical support contact to assist with troubleshooting, license issues, and updates.
- Ensure timely resolution of issues reported by the Buyer (email/phone/remote) within 4 hours for issues within the provider's scope, and as per Google's SLA for Google's scope.
- Offer on-demand training sessions for users to enhance Google Workspace adoption, productivity, and collaboration.
- Implement Google Workspace updated/upgraded features on demand with every new release.
- Provide full end-user support for Google Workspace core services and limited support for email client configuration and basic troubleshooting.
- Manage administrative tasks including daily calls, security setting updates, identifying and managing risks & issues, and creating/applying DLP rules for

Drive.

- Manage device approvals, custom policies for Mobile Device Management, and apply IP/Device based restriction policies (CAA).
- Manage Shared Drive permissions and Data Archival through Google Vault.
- Support monitoring and enhancing Google Workspace adoption using Work Insights reporting tool if applicable.
- Support centralised management for Email signatures
- Provide full integration and sync support for 3rd party supported applications integrated with Google Workspace.
- Provide full support for AppSheet applications based on requirements
- Conduct monthly cadence calls.
- Support window systems should be available at all times with off-hours support available for service-critical issues.

6. Managed Service Package

- Bidders must specify the managed service package offered (e.g., Shared resource for Remote Support, Dedicated resource for Remote Support, Dedicated Onsite Support) and detail the inclusions.
- This should include immediate response for DLP, device management, email signatures, and third-party app integration.

7. License Renewal Support

- The successful bidder should provide reminders and assistance for timely annual license renewal.
- Submit renewal quotations in advance of expiration to avoid service disruption.

8. Compliance and Audit

- Ensure all delivered software complies with Google's terms and licensing agreements.
- Be ready to support any software license audits or verifications, if requested.

9. Payment Terms and Invoicing

- The successful bidder should submit a clear invoice with itemised taxes, duties, and other charges.

3.3 Preparation of Bids

3.3.1 Documents comprising the bid

Bids shall be submitted in two parts as follows:

- Cover 1 – Pre-qualification cum technical bid
- Cover 2 – Price bid

The bid (Cover 1) shall contain:

1. Company profile with full address, contact person's name and phone number.
2. Undertaking from the Bidder in Bidder's Original Letter Head in the Format listed as Annexure-1.
3. Supporting documents verifying the Bidder's status as an Authorized Premium Google Partner
4. Copy of PAN card and GST registration of the Bidder.
5. Compliance Statement as per Annexure 3
6. Self-declaration regarding non-blacklisting.

The Price bid (Cover 2) shall contain:

1. Price Bid for the work quoted in prescribed format. (Annexure 2)

3.3.2 Bid Submission

- The bidder shall submit the tender documents in sealed cover well in advance before the prescribed time.
- **The technical bid (i.e., Pre-qualification bid) shall form Part-I of the tender and shall be put in one envelope super scribing as 'Technical bid'.**
- **The price bid is the Part-II of the tender & shall be put in another envelope super scribing as 'price-bid'.**
- The above two envelopes shall then seal and put in a big envelope, seal it properly and submit the same at the Office of The Registrar, Centre for Development of Imaging Technology (C-DIT), Chitranjali Hills, Thiruvallom PO, Thiruvananthapuram, Kerala, 695 027 on or before the due date.
- The envelope shall clearly contain the name and address of the bidder, Tender number and the due date for bid submission.

3.3.3 Bid prices

- Rates in the price bid format shall be entered in the following manner: The bidder has to submit the pricing of Google Workspace licenses. The GST amount will be extra applicable at the time of billing.
- The bidder **must** commence the service within **10 days** from the date of issuance of the work order.
- The bidder shall quote the rate in numerals. The rates shall be in whole numbers.

3.4 Period of Validity of Tender (BID)

- The Tender (Bid) shall remain valid for a period of **90 days** from the date of opening of the bid.
- The bidder shall not be entitled to revoke or cancel the offer or to vary any term thereof, during the said period of validity without the consent in writing of the Buyer.

3.5 Bid opening and evaluation

3.5.1 Opening of Bids:

1. The Buyer shall open the Bid on the Tender Opening Time and Date as notified in the Tender Notification.
2. The Buyer shall evaluate in detail the Technical Bids (Cover 1) and determine whether the bid complies with all the Qualitative Requirements.
3. Price Bids (Cover 2) of those vendors who qualify technically will only be opened.
4. Price bid evaluation criteria:
5. The evaluation of price bids shall be carried out based on the lowest price quoted by the bidders.

3.6 Award of Contract

1. The buyer shall conduct a techno-commercial discussion with the L1 bidder.
2. The Buyer shall be the sole judge in the matter of award of contract and decision of the Buyer shall be final and binding.
3. The buyer reserves the right to cancel the contract either in part or full, if the contractor fails to deliver the service at the stipulated time, and award the same to the next successful bidder.

3.7 Right to accept or reject the tenders

1. Tenders not accompanied with prescribed information or incomplete in any respect, and/or not meeting prescribed conditions, shall be considered as non-responsive and are liable to be rejected.
2. The Buyer reserves the right to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time, prior to award of contract, without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Buyer's action.
3. If the bidder gives wrong information in his tender, the Buyer reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the EMD.
4. Any correspondence after the opening of the technical bid, from the bidder, regarding the bid, unless specifically sought by the Buyer, shall not be considered.
5. Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable for rejection.

3.8 Issue of Work Order

1. Work Order will be released to the successful bidder.
2. The contractor shall execute an Agreement with the buyer within fifteen days of issuance of Work Order.
3. The Buyer shall be the sole judge in the matter of award of contract and decision of Centre for Development of Imaging Technology (C-DIT) shall be final and binding.

4. General Terms and Conditions

4.1 Payment Terms

1. No mobilization fund will be provided by Centre for Development of Imaging Technology (C-DIT).
2. Payment shall be released from the Centre for Development of Imaging Technology (C-DIT) Office to the contractor on submission of original invoice and supporting documents.

5. Force Majeure

Neither the contractor nor Centre for Development of Imaging Technology (C-DIT) shall be considered defaulting in performance of their obligations under the terms listed in this agreement, if such performance is prevented or delayed for any cause beyond the responsible control of the party affected such as war, natural calamities, hostilities, revolution, riots, fire, flood, earthquake or because of any law or other proclamations, regulations or ordinance of any Government or sub-division thereof or any other cause beyond the control of the concerned parties which could not have been foreseen or avoided by the exercise of due diligence; provided, notices of any such cause with necessary evidence is given within a 14 day period of its occurrence or if this not possible, within a reasonable period without delay. As soon as the cause of Force Majeure has been removed, the party whose liability to perform its obligation has been affected shall notify the other party, the actual delay that might have occurred in such affected activity.

Settlement of Disputes

If any dispute arises regarding execution of this agreement, the same shall be settled in a court under the Thiruvananthapuram jurisdiction.

Arbitration

1. Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists.
2. The Registrar Centre for Development of Imaging Technology (C-DIT) shall appoint the single Arbitrator for settlement of any dispute with regard to this contract.
3. The venue of Arbitration shall be Thiruvananthapuram, Kerala, India.
4. The arbitration resolution shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.
5. Indian laws shall govern this contract.

Termination

1. Centre for Development of Imaging Technology (C-DIT) may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this Contract in whole or in part in any or the following events
 1. If the Contractor fails to deliver any or all of the service specified in the Contract or any extension thereof granted by Centre for Development of Imaging Technology (C-DIT).
 2. If the Contractor fails to perform any other obligation(s) under Contract.
 3. If the Contractor, in either of the above circumstances, does not remedy his failure within a period of 30 days after receipt of the default notice from Centre for Development of Imaging Technology (C-DIT).
2. Any sum of money due and payable to the contractor under this contract may be appropriated by the Buyer to set off the same against any claim of the Buyer.
3. In case of any service disruption or compromise in quality that causes loss to the contractor, the bidder shall be held liable and shall be subject to legal action to compensate for the loss incurred by the contractor.

10. Eligibility Criteria

No.	Clause/Requirement	Documents required
1	Bidder must be an Authorised Google Premium Partner company.	Attach Google Premium Partner Certificate or proof.
2	Bidder should have a minimum of 3 years of experience as a Google Workspace reseller or Certified partner.	Copy of experience certificate / copy of work order issued by client.
3	GST registration and PAN.	Copy of GST and PAN.
4	Registered office.	Copy of certificate.
5	Bidders who are blacklisted by State or Central Government are not eligible.	Self-declaration.

6	Compliance statement with respect to all the points of the specifications duly signed should be submitted.	Compliance statement as per the format given in Annexure 3.
---	--	---

Price Bid Format

No	Description of Work	Price in Rs.
1	Pricing for 30 users for a yearly license of Google Workspace (specify edition).	
2	Additional user license cost (per user, per year).	
3	Cost for full Gemini AI Pro integration for 30 users (Preferred Option).	
5	Annual Technical Support and Managed Service Package cost.	

Annexure-1

Undertaking from bidder
(To be submitted in Letter Head)

To

Registrar
Centre for Development of Imaging Technology (C-DIT)
Chitranjali Hills, Thiruvallom PO, Thiruvananthapuram
Kerala, India 695 027

Sub: Tender for Purchasing Google Workspace Licenses

Ref: Tender [Your Tender No] dated [Date]

Sir,

I/we have downloaded tender document from the website [Your Website Address] for the Tender Schedule No: [Your Tender No] dated [Date] and hereby certify that I / we have read the entire terms and clauses contained therein.

Having examined the conditions of tender contract, the receipt of which is hereby duly acknowledged, I / we, undersigned, offer to provide Google Workspace licenses in conformity with tender specifications referred above and also to the said terms and conditions of contract for the sum shown in the commercial bid(s) attached herewith and made part of this bid.

I / We agree to retain the quoted price for a period of 90 days.

I/We furnish the following details for your information.

My/Our address for communication (with, Telephone/e-mail id. and Contact Details]

I / We undertake, if our Bid is accepted, to execute the Google Workspace license provision as specified in the contract within 10 days calculated from the date of issue of your order.

My /our GST Number is and PAN is

Date, Signature and Office seal

Quote No.

Annexure-2

Price bid format

(To be submitted in Bidder's Letter Head)

Ref. No. C-DIT/07/WSD-GWS/25-26/T654

Date 21.07.2025

SI No	Description of work	Price in Rs.
1	Google Workspace licenses for Annual, [Specify Edition, e.g., Business Standard], up to 30 users	
2	Additional user license cost (per user, per year)	
3	Cost for full Gemini AI Pro integration for 30 users (Preferred Option).	
5	Annual Technical Support and Managed Service Package cost.	

GST will be extra as applicable at the time of billing.

Name of the Bidder:

Address:

e-mail id :

Contact Mobile No.

Date,

Signature and Office seal

Annexure-3

Compliance Statement

(To be submitted in Bidders Letter Head)

[Date]

Ref. No. C-DIT/07/WSD-GWS/25-26/T654

Date 21.07.2025

No	Technical Requirement	Remarks/Variation (Yes/No)
1	Bidder must be an Authorised Google Premium Partner company . (Attach Google Premium Partner Certificate or proof)	
2	Supply Google Workspace licenses for 30 users initially. Specify edition: Cloud / Data Center.	
3	The license must be scalable to add more users. (Describe scalability options.)	
4	License validity must be for one year. (Mention start and end date.)	
5	Provide a minimum of 2 TB of pooled storage per user, totaling at least 60 TB across the team.	
6	Preferred Option: Full integration of Gemini AI Pro into Google Workspace for all 30 users. (State proposed option and details.)	
7	Configure Google Workspace based on the Centre for Development of Imaging Technology (C-DIT) hierarchy and project structure. (Mention customization capability)	

8	Provide technical support with a dedicated contact person. (Provide contact details, and availability hours)	
9	Support annual license renewal and provide timely renewal reminders. (Describe renewal support process)	
10	Ensure compliance with Google licensing terms. (Confirm and attach relevant terms)	
11	Submit a clear invoice with breakup of taxes and charges. (Attach sample invoice format)	
12	Support for license audits or verification by Centre for Development of Imaging Technology (C-DIT) or Google (if required). (Confirm acceptance)	
13	Provide comprehensive technical support as per Section 5 of the Tender Document. (Detail compliance)	
14	Provide comprehensive managed services as per Section 5 of the Tender Document. (Detail compliance)	
15	Provide a 5-level technical support escalation matrix. (Attach matrix)	

Name of the Bidder:

Address:

e-mail id :

Contact Mobile No.

Date,

Signature and Office seal