



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION

PR NO. 1000041706

RFX No.: 6100001849

Google Workspace For Education Plus
(4 Year Commitment - Annual Payment Plan)

Sr. No.	Description	Qty.	Technical Compliance (YES/ NO)	Additional Information (if any)
1	Google Workspace for Education Plus (Paid Student License) <ul style="list-style-type: none">● Google for Education - 100 TB Shared Storage +20 GB Per User (Total Storage = 500 TB)● 1000 Google Meet Participant Limit● Meet Video recording & Live Streaming● Attendance & Breakout Rooms● Unlimited originality reports● QA, Polling & noise cancellation● Calendar - Simple, Sharing for Teamwork● Gtalk - Text, Voice & Video with Meet● Google Drive & Google Docs● Google Vault Features● Google Data Leakage Prevention● BigQuery Analytics (Subscription Period- 1 Year)	16000		
2	Google Workspace for Education Plus (4:1 Free Faculty License) <ul style="list-style-type: none">● Gmail for Education - 20 GB Per User● 1000 Google Meet Participant Limit● Meet Video recording & Live Streaming● Attendance & Breakout Rooms● Unlimited originality reports● QA, Polling & noise cancellation● Calendar - Simple, Sharing for Teamwork● Gtalk - Text, Voice & Video with Meet● Google Drive & Google Docs● Google Vault Features● Google Data Leakage Prevention● BigQuery Analytics● Appsheet (no-code/low-code platform) (Subscription Period- 1 Year)	4000 (Free)		
3	Technical Support <ul style="list-style-type: none">● Phone● Email● Web-based(Help center, user to user forum.)	(Free)		

Terms and Conditions

1. Quantity Adjustment:

- The Purchaser reserves the right to increase or decrease the quantity to be ordered by up to 25% of the bid quantity at the time of contract placement.
- Additionally, the Purchaser reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the term of the contract at the contracted rates.
- Bidders must accept orders accordingly.

2. Manufacturer Authorization Form (MAF):

- A tender-specific Manufacturer Authorization Form (MAF) from the OEM must be submitted by the bidder.

3. Bid Quotation:

- The bid must be quoted for a period of 4 years with year-wise breakups.
- The L1 bidder will be determined based on the grand total amount for all 4 years.
- IIT Bombay reserves the right to continue or discontinue in the 2nd, 3rd, or 4th year and issue the Purchase Order (PO) accordingly.
- The PO will be amended as per the decision.

4. Google Workspace Migration:

- IIT Bombay currently holds Google Workspace for Education Fundamentals licenses.
- The existing accounts must transition seamlessly as part of the Google Workspace for Education Plus migration.

5. Licenses:

- The base number of student licenses is 16,000.
- Any additional licenses or benefits offered by the OEM must be added on top of the base number of licenses.

6. 24x7 Remote Support:

- The System Integrator (SI) must provide 24x7 remote support for the duration specified as per point 3 above.
- Any reported issues should be resolved within 48 to 72 hours.

7. Payment Terms:

- Payment terms must be in accordance with IIT Bombay purchase rules.

8. Service Level Agreement (SLA):

- The Google Workspace for Education Covered Services should be operational and available to IIT Bombay at least 99.9% of the time in any calendar month.
- More details can be found in the Google Workspace Service Level Agreement.

9. Costs:

- The bidder shall bear all the costs during the preparation and submission of the proposal, site visits at IIT Bombay premises (if required), etc.

10. **Undertaking:**

- The bidder has to give an undertaking of acceptance of all terms & conditions along with the technical bid on the company's letterhead as per the format given in Annexure I.
- Failure to do the same will invalidate the bid and result in disqualification.

Google Workspace SLA

- **Monthly Uptime Percentage:** During the term of the agreement under which Google has agreed to provide the applicable Covered Services to the Customer, the Monthly Uptime Percentage will be at least 99.9% in any calendar month. If Google does not meet the Google Workspace SLA, and if the Customer complies with the requirements under this SLA, the Customer will be eligible to receive the Service Credits described below. This SLA states the Customer's sole and exclusive remedy for any failure by Google to meet the Google Workspace SLA.

- **Definitions:**

- **Downtime:** For a domain, a period of time during which the user web interface for the applicable Covered Services used by the Customer has more than a five percent user error rate. Downtime is measured based on server-side error rate.
- **AppSheet Covered Services:** The AppSheet Enterprise Standard and AppSheet Enterprise Plus versions of AppSheet.
- **Covered Services:** AppSheet Covered Services or Google Workspace Covered Services, as applicable.
- **Google Workspace Covered Services:** Gmail, Google Calendar, Google Cloud Search, Google Docs, Google Sheets, Google Slides, Google Forms, Google Drive, Google Groups for Business, Google Chat, Google Meet, Google Keep, Google Sites, Google Jamboard, Google Tasks, Google Vault, and Google Voice components of the Services, excluding Gmail Labs functionality, and Google Jamboard Hardware components.
- **Monthly Uptime Percentage:** Total number of minutes in a calendar month minus the number of minutes of Downtime in a calendar month, divided by the total number of minutes in a calendar month.
- **Service:** The Google Workspace Services.
- **Service Credit:** The following:
 - **Monthly Uptime Percentage**
 - **< 99.9% - >= 99.0%:** 3 days of Service added to the end of the Service term (for offline billing customers), or monetary credit equal to the value of 3 days applied to a future invoice (for online billing customers).
 - **< 99.0% - >= 95.0%:** 7 days of Service added to the end of the Service term (for offline billing customers), or monetary credit equal to the value of 7 days applied to a future invoice (for online billing customers).

- **< 95.0%:** 15 days of Service added to the end of the Service term (for offline billing customers), or monetary credit equal to the value of 15 days applied to a future invoice (for online billing customers).
- **Customer Must Request Service Credit:** To receive any of the Service Credits described above, the Customer must notify Google (or, if the Customer ordered Services from a Reseller, the Customer must notify the Reseller who must notify Google) by creating a support case within thirty days from the time the Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit the Customer's right to receive a Service Credit. If the Customer ordered Services from a Reseller and complies with this requirement, the Customer will receive the applicable Service Credit from the Reseller on behalf of Google.
- **Maximum Service Credit:** The aggregate maximum number of Service Credits to be issued by Google (or, if the Customer ordered Services from a Reseller, by the Reseller on behalf of Google) to the Customer for all Downtime that occurs in a single calendar month for the applicable Covered Service shall not exceed fifteen days of Service added to the end of the Customer's term for that Covered Service (or the value of 15 days of Service in the form of a monetary credit if the Customer is billed monthly). Service Credits may not be exchanged for, or converted to, monetary amounts, except where the Customer purchased online and is billed monthly, in which case Google will apply an equivalent credit on a future invoice for the Customer.
- **Google Workspace Essentials Service Credit:** If the Customer orders Google Workspace Essentials edition directly from Google, any Service Credits that may be due to the Customer will be issued in the form of monetary credits (and not additional Service days) that will be applied to the Customer's next invoice. If the Customer orders Google Workspace Essentials edition from a Reseller, Google will issue to the Reseller any Service Credits that may be due to the Customer in the form of monetary credits (and not additional Service days).
- **Google Workspace SLA Exclusions:** This Google Workspace SLA does not apply to:
 - Any services that expressly exclude it (as stated in the documentation for such services).
 - Any services comprised within the Google Workspace Essentials Starter edition (notwithstanding that this SLA may define such services as Google Workspace Covered Services).
 - Any performance issues:
 - Caused by factors described in the "Force Majeure" section of the Agreement.
 - That resulted from the Customer's equipment and/or third-party equipment, (not within the primary control of Google).
 - That resulted from the Customer's or its End Users' abuses or other behaviors that violate the Agreement.

For more details, please refer to the Google Workspace for Education Terms of Service.

Annexure – I

TENDER / CONDITIONS ACCEPTANCE LETTER

(To be given on the company's letterhead)

Date:

To,

The Head Computer Centre,
IIT Bombay, Powai Mumbai – 76.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No.: _____

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above-mentioned 'Tender/Work.'
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents (including all documents like annexure, schedule(s), etc.) and I/We shall abide by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization has also been taken into consideration while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s)/corrigendum(s) in totality/entirely.
5. In case any provisions of this tender are found violated, your department/ organization shall be at liberty to reject this tender/bid, including the forfeiture of the full said earnest money deposit absolutely, and we shall not have any claim/right against debt in satisfaction of this condition.

Dated this ____ day of _____ 202__.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of _____