



श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विद्यापीठ

SHRI LAL BAHADUR SHASTRI RASHTRIYA SANSKRIT VIDYAPEETHA

(Deemed University of MHRD, Govt. of India u/s 3 of UGC Act, 1956)

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Website: www.slbsrsv.ac.in

F. No. F.11 (122)/LBS/CC/WEBHOSTING/2019-20/ 718

Date:-14.08.2019

TENDER NOTICE

Sealed item rate tenders (in two bid system) are invited for the under mentioned work from the eligible Webhosting specialized agencies.

N.I.T No.	Name of Work	Estimated cost (INR) Inclusive All Taxes	Earnest Money (INR)	Time Allowed	Tender Cost (in INR) (Non-Refundable)
14/19-20 /LBSU/CC	Webhosting Services for the Vidyapeetha website. (www.slbsrsv.ac.in)	Rs.226560/-	Rs.4600/-	15 days	Free of Cost

1. The last date & time of receipt of tender : 02/09/2019 up to 3.00 PM
2. Date of opening of Technical Bid : 02/09/2019 at 3.30 PM
3. Date of opening of commercial Bid : 03/09/2019 at 3.30 PM
4. The Earnest money should be deposited along with the tender document in appropriate form in favour of "Registrar, Shri Lal Bahadur Shastri Rashtriya Sanskrit Vidyapeetha" Payable at New Delhi, in a separate sealed cover clearly indicating the word "EMD".
5. The successful tenderer shall be required to submit a performance guaranty of 10% of the Contract value in the form of Bank guarantee or FDR/DD from a Nationalized/Scheduled bank within 10 days of issue of letter of intent before award of work. In case of failure by the firm to submit the Bank guarantee within specified period, full earnest money will be forfeited and the tender shall be treated as void.
6. The Vidyapeetha reserves the right to reject any or all the tenders without assigning any reason.
7. The Vidyapeetha reserves the right to verify the particulars furnished by the applicants independently and confidentially.
8. For details please see our website: <http://www.slbsrsv.ac.in> and Central Procurement portal of NIC.


REGISTRAR

SHRI LAL BHADUR SHASTRI RASHTRIYA SANSKRIT VIDYAPEETHA
(DEEMED TO BE UNIVERSITY)

(A Central Autonomous organization of Department of Higher Education, Ministry of HRD, Govt. of India)
B-4, Qutub Institutional Area, New Delhi-110016
Tel: 011-46060606/645/671,
www.slbsrsv.ac.in



REQUEST FOR OBTAINING PROPOSAL (TENDER)
FOR
HOSTING OF VIDYAPEETHA WEBSITE

(www.slbsrsv.ac.in)
(NIT No: 14/19-20/LBSU/CC)

IMPORTANT :

- ✓ As the Tender is for Limited Bids, the same can be downloaded from our Vidyapeetha Website ie www.slbsrsv.ac.in free of cost.
- ✓ The bidder must submit the certified copy of Company Registration,PAN,GST & ISO Certification along with the tender.
- ✓ The Bidder must submit their tender along with EMD of Rs. 4600/- through Demand Draft/ Banker's Cheque. in favor of Registrar, SLBSR Sanskrit Vidyapeetha, New Delhi.
- ✓ The successful bidder must deposit the Performance Bank/Security Guarantee equal to 10% of contract Value.
- ✓ Penalty clause will be applicable as mentioned in tender document.
- ✓ The bidder must submit their bids in two separate envelopes, first for techno-commercial bids and second for financial bids.
- ✓ In technical bid, the bidder must enclose the whole tender document with seal & Signature on every page.
- ✓ The bidder must inquire the additional information regarding functioning of SLBSRSV, present system of computerization, hardware etc., any other clarification on the tender shall be obtained through email/phone during 10.00 AM to 5.00Pm on Monday to Friday, excluding public holidays. Contact Person : Assistant Programmer, Computer entre, Phone No -011-46060645, email : tiwariqyan@yahoo.com
- ✓ Last date for submitting the tender in two bid system (Technical & Financial bids) as per the Terms & Conditions on or before 2nd September, 2019, 3.00PM
- ✓ All Technical bids will be opened on 2nd September,2019 at 3.30 PM and financial bids of Technically successful bidder will be opened on 3rd September,2019 in the presence of bidders.

A. INTRODUCTION:

The Shri Lal Bahadur Shastri Rashtriya Sanskrit Vidyapeetha, New Delhi is a Deemed to be University under Ministry of Human Resource Development, Govt. of India. The website of the Vidyapeetha is to be developed to share information with all the stakeholders – Institutions, Students and Employees.

B. PROJECT SCOPE:

The hosting service provider should provide the end to end solution including installation, maintenance, monitoring and reporting of Vidyapeetha website as per this quotation for the Shri Lal Bahadur Shastri Rashtriya Sanskrit Vidyapeetha, Deemed University under Ministry of HRD, Govt. of India located at New Delhi. Following highlight the proposed scope of hosting.

C. Functional Requirement:

❖ Hosting:

1. Hosting Provider should provide the end to end solution including installation, maintenance, monitoring, and reporting.
2. The hardware is owned and maintained by the hosting service provider.
3. The service provider must support M/s Uneecops Technologies Pvt. Ltd, Noida who developed our new website with the help of project coordinator ie. Ms. Garima Dubey Contact No : . for installation of application and migration of data from existing their testing Server. The bidder not only provide the hosting, in addition to this he should take care of all the services in the compatible with developer requirement, all the system administration services that go along with it:
 - a) Web Hosting provider shall be in a minimum Tier 3 DC within India
 - b) Web Hosting Provider should follow the GIGW guidelines.
 - c) Operating System Management
 - d) Database Management/Replication
 - e) Web Server Management
 - f) Backup Management
 - g) Security Management
 - h) DNS Management
 - i) Vulnerability Assessment/Penetration Testing of all servers
 - j) Proactive Maintenance Services
 - k) Installation of SSL certificate and Digital Signature Certificate

4. Indicative Deliverable:

The bidder has to provide the Webhosting Services with the following technical specification for the Vidyapeetha website.

SNo	Specifications	Requirement
1.	Data Centre Location-	Anywhere in India
2.	Dedicated Server: Web server & DB Server (8 vCPU, 16 GB RAM, 150-200GB HDD)	01
3.	Cent OS(7.2) or Linux (RHEL) with Apache	01
4.	PHP(5.6 or above)	01
5.	My SQL Latest	01
6.	Firewall(Shared & Access control enabled)	01
7.	Backup	25GB
8.	Data Transfer(GB/Month)	150GB
9.	24x7 Support(Web/Email/Phone)	Yes

❖ Domain Name Registration:

Domain name www.slbsrsv.ac.in for the Vidyapeetha has already been registered with ernet india, the hosting service provider should take care of all the activities of mapping and should provide the IP address details requested by us.

❖ Support:

1. The web hosting service provider should offer 24x7x365 days uninterrupted service as per specified terms and conditions.
2. The hosting provider maintains toll-free phone numbers with a ticketing system for getting technical support and escalation process.
3. The webhosting service provider should provide relationship manager to handle the services of Vidyapeetha portal and should be capable of resolving and service deficiency/issue
4. Any performance issue on the part of hosting provider will be discussed within four hours of their occurrence by management
5. Hosting Provider should provide the single point of contact for handling all communication and also an escalation process for each engagement to handle any issues/problems that might be raised and escalated by the Vidyapeetha. Issue can be received from Problem Ticketing System through mails or over discussion in teleconferences. Depending upon the severity of the issue/problem raised during the course of the project, time limits will be defined for escalation to higher level of management.

6. The resolution of issues must be completed accordingly:
 - a) **Severity 1 Issue(High Priority):** should be resolved within 4 hours from the time of ticket raised
 - b) **Severity 2 Issue(Medium Priority):** should be resolved within 8 hours from the time of ticket raised
 - c) **Severity 3 Issue(Low Priority):** should be resolved within 24 hours from the time of ticket raised
7. Escalation matrix up-to the level of CEO shall be mentioned in the proposal with name, designation, phone number, and Email.

❖ **Daily Backup:**

The Web Hosting Service Provider should ensure that backup is taken on a daily basis. The data backup taken should be easily retrievable as and when needed.

❖ **Traffic Volume:**

The volume of inbound and outbound data generated by the Vidyapeetha web portal should be measured independently and will then report to Vidyapeetha. There should not be any traffic volume restrictions imposed by the Web Hosting Service Provider.

❖ **Bandwidth Restriction:**

The amount of bandwidth a hosting provider can provide is determined by their network connections, both internal to their data centre and external to the public internet. Adequate bandwidth should be provided by the Web Server Hosting Provider. The Vidyapeetha publishes pictures and to broadcast video and sound want the Web Hosting Service Provider to have adequate supporting infrastructure to do so. The service provider should increase the bandwidth as the condition may arise.

❖ **E-mail Functions:**

The Web Hosting Service Provider should provide all necessary support with regards to the installation and maintenance of active email services as requested by the application developer i.e. Simple Mails Transfer Protocol.

❖ **Database Access:**

The database will comprise of all data pertaining to the Vidyapeetha. All the data like Master, Transaction and audit data will be stored in the database. In case of any application error it will be useful to look at the last transaction which has taken place and the various database logs. The Web Hosting Service Provider should provide database access to the web portal that is to be hosted. It should be made possible to carry out with backend operations without any restrictions being placed.

❖ **Disk Space:**

1. The data for last 05 years should be made available online and should be possible to retrieve the same at any given point of time. Backup needs to be taken on a weekly basis and data older than 05 years can be archived using hard drives on monthly basis.
2. A user should be able to access the required data via screen within 3 seconds if it is from systems and within 5 seconds if the data is from the Web portal. The hosting service provider

should take this into consideration and provide suitable service with regard to performance and memory space aspects

3. The Vidyapeetha would like a minimum disk space of 150-200GB to be provided by the Webhosting Service Provider initially. The Service Provider should be able to provide additional disk space as and when the need arises

❖ **Control Panel:**

An interface of control panel must be provided by the hosting company for the maintenance and monitoring of the hosted website. Control panel includes following modules:

- a) Access to server logs
- b) Details of available and used web space and bandwidth
- c) Email account configuration
- d) Maintaining file transfer protocol users accounts,
- e) Managing database
- f) Visitor statistics using web log analysis software
- g) Web based file manager

❖ **Uptime Guarantee:**

1. Uptime guarantee of at least 99.5% should be provided by the Webhosting Service Provider for application availability and 99.99% for the systems availability.
2. Prior notification should be given for schedule maintenance. Any issue with availability of web portal should be dealt with in the SLA period.

❖ **Proactive Technical support:**

1. The Web Hosting Service Provider should not only provide support when demanded but also monitor, pre-empt and fix treats before they can cause any damage to the hosted site which can only be possible by combining technology, processes and expertise that are capable of identifying and immediately responding to any congenially threatening situations.
2. Routine upgrades, technical support and administration support should be provided by the Web Hosting Service Provider.

❖ **Security:**

1. Web hosting service provider must ensure that the common security measures involve protection by well selected passwords, change of file permissions and back up of computer's data. The provider should share the information regarding the preventive against the vulnerabilities,

Various levels of security should be provided by the Web Hosting Service Provider:

- a) **Physical Level:** Authorization, Authentication, CCTV, Biometrics Access etc.
 - b) **Logical Level:** Firewalls, Intrusion Detection, Anti-Virus etc.
 - c) **Data Level:** Encryption, Recovery etc.
2. The Data center to hold the security certificate by a reputed agency.

❖ **Self Service Portal Requirement:**

The Self Service Portal Requirement should contain the following options:

1. Firewall Management / IP Management
2. Cloud Server Management
3. Upgrade/ Downgrade Capacity (CPU/RAM/DISK)
4. Start/Stop Servers

5. Auto scaling (Trigger Based/ Schedule Based)
6. Online Real-Time Performance Utilization Reports
7. CPU Reports/ RAM Reports
8. Network Bandwidth Reports
9. Backup Reports
10. Online Billing and Usage Reports
11. Google Analytics Report

❖ **Vidyapeetha Require the following Data Centre Services:**

1. The Service Provider Company should provide the following data center services :
 - Server- 1 No.
 - Firewall
 - Internet Bandwidth Minimum 18 Mbps(Scalable)
 - Public IPs
 - Cent OS/Linux Management
 - Online Record Management
 - Web Server Management
 - My SQL Management
 - Storage- 150-200GB
 - Backup Capability Minimum- 25GB
 - Security Management
 - Hack Proof Security SMTP services
 - SSL Certificate
 - Digital Signature Certificate

2. The Webhosting service provider must fulfill the following facilitation at web hosting space:
 - Level III hosting space,
 - An environment for ultra-reliable operations with multiple layers of power supply, main feeders from dual sources, dual DG sets, dual UPS, and dual electricity distribution system-all in highly redundant configuration,
 - Multiple types of fire detectors, early fire warning systems, FM200 gas based fire suppression systems,
 - Raised floors, controlled HVAC as per international IDC norms,
 - separate cooling zones, humidity control and multiple levels of physical security including 24*7 CCTV surveillance and biometrics access controls

3. Other Services:
 - Hosting Service Provider should provide Impact analysis for each and every upgrade.
 - Hosting Service Provider should provide the Downtime SLA and patch Upgrade SLA in detail.
 - Hosting Service Provider should ensure that the infrastructure will support the installation of SSL certificate and Digital Signature Certificate.
 - In case of intrusion- intensive monitoring, detection, resolution and report should given within 24 hours.

❖ **Service Features:****a) Monitoring**

- Server availability Status
- Device Status Monitoring
- Network Interface Status(Up/Down) Performance Monitoring
- Network Interface Utilization(Input/output Traffic)
- CPU utilization
- Physical Memory Utilization(Free & Total Memory)
- Disk Space(Free and total disk space) Incident Monitoring
- Threshold alerts

b) Management

- User Management: new user creation, edition and deletion of users, set passwords policies, password reset.
- Patch Management: Install recommended service packs, security patches and hot fixes.
- Disk Management: Fix disk space problems by backing up(if required) and deleting files
- Log Management: Monitor system logs to report and provide fixes to errors
- Backup Management: Monitor and fix backup errors and re-run failed backups as per customer backup policy
- Scheduled job management: Monitor scheduled, automated scripts and process included incoming and outgoing feeds to various databases
- FTP services and other specific process on the Unix Servers Rsync process which synchronizes files across different servers
- Performance Management: Monitor/ analyze and fix problems due to excess swap memory, physical memory and CPU utilization
- Problem Management: Monitor, record, classify and resolve operative system problems incident validation, classification & remediation. Start/Stop
- Change Management: Identify, record, classify implement changes on the OS on a need basis. All changes will be executed after an approval from Authority
- The bidder shall maintain conducive working atmosphere at the datacenter

c) Reporting:

- Event
- Management
- Reports
- Performance
- Reports
- Web Analytical Reports

❖ **Communication & Status Reporting:**

The service provider should deploy a well-established mechanism for the hosting communication and status reporting. It should use standard templates for documenting all hosting status activities. The service provider should share the weekly Status Report and Executive Status Report every month. Web analytics report should be provided on periodical basis.

❖ **Mandatory Technical Standards:**

The service provider shall have the following standards and submit the proof along with the proposal failing which their proposal will be rejected:

- The proposal sites shall be in different seismic zones
- The cloud infrastructure should not be based on any open source platform.
- The cloud infrastructure should be built with N+1 Redundancy for all elements
- The cloud infrastructure should have 100% uptime for the storage infrastructure.
- Service provider should have all required certifications for hosting.
- Service provider should have proven track records for handling major customers including government with manpower of minimum 100 to support the current operations. They should provide the list of customers along with the proposal.
- Service provider should have Certificate Virtualization, Linux, Database Administrators and ITIL certificate Engineers.
- Service provider's firewall should have 10Gps Throughput
- Cloud platform shall built in robust self-service facility to monitor the infrastructure and scaling up the services as per the specification
- Back up of cloud infrastructure should happen through separate LAN.
- Service provider should host the entire Cloud Infrastructure in a secure self-owned data center- Tier3 Compliant facility.
- Service provider shall have ISP"A" grade license to provide end to end bandwidth and connectivity solutions.
- Service provider should ensure that configuration of services on world class systems and Equipment's like Dell, H.P, IBM, Hitachi, Juniper and cisco etc.
- Service provider should have ISO 27001 & ISO 9000 industry level certification.
- Bidder shall provide Multi homed network and centralized Network Management System (NMS)
- Minimum 05 years of experience in the data center.

❖ **Key Assumptions:**

The following assumptions and constraints pertain to the hosting strategy:

- Vidyapeetha Web Portal will be hosted by the Web Hosting Service Provider at their own location as specified by this Tender.
- The necessary hosting tools and access to these tools should be provided by the Web Hosting Service Provider to Vidyapeetha.
- Vidyapeetha should be able to move any new enhancements, production fixes and rollouts into the hosting environment as and when required and full access with facilities to do so should be provided by the Web Hosting Service Provider.
- A Service Level Agreement (SLA) will be in place with Web Hosting Service Provider. The SLA will identify data centre responsibilities. Maintenance activities performed by the data centre (e.g., security patches and server maintenance) will follow the procedures and service levels established by the hosting data centre and accepted by Vidyapeetha.
- 6. An Issue identification and escalation process should be properly followed by the
- An issue identification and escalation process should be properly followed by the Web Hosting Service Provider as and when any issues crop up.

❖ **Acceptance Criteria:**

The delivery, Installation & commissioning will be completed within 30(thirty) days from the date of issue of work order. Any delay by the tenderer in the delivery of goods and services shall render the tenderer liable to any or all of the sanctions VIZ. Invocation of bank guarantee / forfeiture of security deposit, imposition of liquidated damage, blacklisting etc. If the tenderer fails to deliver any or all of the goods and services or complete the installation / commissioning within period specified in the purchase / work order, the Vidyapeetha shall without prejudice to its other remedies deduct as liquidated damage as per the liquidated damage clause mentioned in this tender.

The Vidyapeetha Web Portal Hosting Manager or assigned designee will sign-off on the completeness and accurateness of each deliverable after complete verification of the implementation.

All the points mentioned at page No: 2 to 9 under project scope are accepted

(Signature of Authorized Person/ Signatory with Seal)

Date:

Place:

D. TERMS & CONDITIONS:-

1. The bidder should submit 2 separate proposal that is Technical along with EMD and commercial. The commercial proposal of the bidder shall be considered only if they qualified in the technical bid as per the tender document.
2. Any additional requirement during the period as per the requirement of the Vidyapeetha, the same should be done within the existing framework at no additional cost by the bidder
3. Minimum 5 years' of experience in the field is required.
4. The bidder submits the Bids after due date and time will not be accepted.
5. **Criteria for Evaluation:**

The evaluation process consists of two stages. Only those bidders that have passed the technical evaluation stage will be allowed to open the financial bid. Criteria for evaluation of technical bid.

- The Bidder not accompanied the bids by all requisite documents along with the EMD will not be considered.
- The bidder must submit average Income tax paid with turnover in last 03 years (enclosed ITR and CA's Certified Document of three years).
- The bidder must submit the document proven Practical experience with all stages of Installation of Web hosting servers, Database Servers, etc (enclosed copy of Work-order, agreement, SLA)
- The bidder must enclosed the document of past experience of maintaining the websites(enclosed AMC document, bill of payments etc)
- The bidder should register in Central/ State Govt Organisation/ Bodies. (Enclosed Document of empanelment)
- The bidder must enclose the registration of Company.

6. Earnest Money Deposit (EMD) & Performance Security :

- Each Bidder shall furnish EMD of Rs 4600/- as bid security in the form of demand Draft/Banker's Cheque from a scheduled commercial bank drawn in favour of "Registrar, SLBSR Sanskrit Vidyapeetha" payable at New Delhi.
 - The EMD of unsuccessful bidders shall be returned without any interest only after finalization of selection and the service level agreement(SLA)/agreement with Vidyapeetha.
 - The EMD of the successful bidder shall be returned without any interest after the agency signs the Service Level Contract (SLA)/ Agreement and submits a performance bank Guarantee (PBG) equal to 10% of the Contract Value.
 - The EMD will be forfeited if the agency withdraws the bid during the period of bid validity or does not accept the correction of errors. If the successful bidder fails to sign the contract/Agreement within time stipulated, the Vidyapeetha will adopt measures relating to unfair practices.
7. The bidder should execute an agreement as per the format provided by Vidyapeetha.
 8. All the documents used for hosting strategy shall be under the sole propriety of Vidyapeetha and the bidder cannot replicate or duplicate the contents elsewhere.
 9. The Contract must be executed as per terms and conditions of the purchase order.
 10. Any deviation of terms & conditions of the contract will be considered as breach of contract and contract shall be considered as discharged.

11. No Travel Expenses on any context shall be reimbursed by the Vidyapeetha to the members of Hosting provider.
12. **A)** Fall Clause: In case of reduction in taxes/levies by the Government during the period, the benefit of the same shall be passed on the Vidyapeetha.
B) Risk Purchase Clause: If the tenderer fails to complete the work as per the requirements and within the time limit, Vidyapeetha shall have the right to get it completed from the open market even at a higher cost which shall be recovered from the tenderer.
13. All disputes arising out of contractual obligations shall be handled within the Jurisdiction of New Delhi.
14. Tender received after the stipulated date and time/incomplete /unsigned tender will not be entertained.
15. The mode of payment shall be against the invoice on quarterly basis, at the end of each quarter.
16. The Vidyapeetha reserves the right of discharging any or all the tender without assigning any reason.
17. Only licensed software should be used for hosting strategy. No additional cost will be paid.
18. All the documents used for hosting strategy shall be under the sole propriety of Vidyapeetha and the bidder cannot replicate or duplicate the contents elsewhere.
19. Complete Escalation Matrix should be shared with name and designation.

20. Penalty Clause:

Issue	Remedy
Failure to resolve performance issue within 24 hours	Vidyapeetha will reduce to service provider by 2% for the month in which issue occurred
Failure to resolve performance issue within 72 hours	Vidyapeetha will reduce to service provider by 5% for the month in which issue occurred
Failure to resolve performance issue within 01 week hours	Vidyapeetha will reduce to service provider by 10% for the month in which issue occurred

All the above mentioned terms and conditions at 1 to 20 are Acceptable.

(Signature of Authorized Person/ Signatory with Seal)

Date:

Place:

(This must be on Company's letter head)

UNDERTAKING

1. I/we _____, Son/Daughter/Wife of Shri./Smt. _____
Proprietor/Director/Authorized signatory of the agency/firm, M/s _____
is competent to sign this declaration and execute this tender document.
2. I/we hereby certify that all the terms and conditions are acceptable to me and the information furnished above is true and correct to the best of my/our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, I/we may be blacklisted and shall not have any dealing right with the department in future.
3. I/we have carefully read and understood the technical functional requirement and all the terms and conditions of the quotations and undertake to abide by them.
4. The information/documents furnished along with the above application are true and correct to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated documents, would lead to rejection of my/our tender at any stage beside liabilities towards prosecution under appropriate law.
5. Our agency/firm has not been blacklisted by any of the government agency.
6. I/we agree to provide services, if required beyond office hours and/or holidays.
7. My firm/agency is working for Web hosting services in at least one government office.(Copy Enclosed)
8. I/we have a continuous minimum 05 years' experience in Web hosting services.
9. I/we am a registered bidder having GST/ PAN Number.
10. I/we have filed the last year service tax return/ GST Return.(Copy Enclosed)

(Signature of Authorized person/Signatory with Seal)

Full Name & Designation : _____

Date: :

Place :

(This must be on Company's letter head)

FINANCIAL BID

**Work : Web-Hosting Services For Vidyapeetha Website
(NIT No : 14/19-20/LBSU/CC)**

S. No	Required Services	Amount in INR	Amount in INR
		For One Year	For three Years
1.	Dedicated Web server & DB Server (8 vCPU, 16 GB RAM, 150GB HDD)		
2	Cent OS(7.2) or Linux (RHEL) with Apache		
3	PHP(5.6 or above) Latest Version		
4	My SQL Latest Version		
5	Firewall(Shared & Access control enabled)		
6	Backup-25GB		
7	Data Transfer(GB/Month)-150GB		
8	24x7 Support(Web/Email/Phone)		
Tax (GST) as applicable (.....%)			
Total Amount inclusive all taxes			

Total Amount In words :

(Signature of Authorized Person/Signatory with Seal)