

Detailed Scope of Work for Cloud Based Web Hosting



**DOCTOR HARISINGH GOUR VISHWAVIDYALAYA,
SAGAR**

NOTICE INVITING TENDER FOR PURCHASING OF CLOUD BASED WEB HOSTING SERVICE

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ABOUT THE VISHWAVIDYALAYA

Doctor Harisingh Gour Vishwavidyalaya Sagar (A Central University), formerly University of Saugar, was established on 18th July 1946 by Dr. Sir Hari Singh Gour (founder VC) by his lifetime saving. The University is situated 5 Km. east of Sagar city, and its campus covers an area of 1312.89 acres over Pathariya Hills connected to the Vindhya Range, surrounded by lush green forest (about 100 acres) within its campus and has effectively contributed to the maintenance and preservation of ecosystem and its biodiversity. It is one of the finest picturesque campuses in India. The NAAC appointed by UGC has awarded 'A' Grade re-accreditation to this University. This University is declared as a Central University w.e.f. 15th Jan 2009. The University is developing in a congenial peaceful disciplined and enthusiastic atmosphere.

CRITICAL DATES OF TENDER

S. No.	Particulars	Date	Time
01	Date & Time of Online Publication/Download of Tender		18.00
02	Bid Submission Start Date & Time		18.00
03	Bid Submission along with EMD End Date & Time	10 day from start date.	18.00
04	Technical Bid Opening Date	12 day from start date.	16.00

CLOUD BASED WEB HOSTING SERVICE – BOQ

S. No.	Item Description	Qty.
1	Virtual Machines	5
2	Object Storage (2TB initially)	2TB
3	Web/Server Security	1
4	DNS Routing (2 Domains)	2
5	Public IP (5)	5

BRIEF OF TENDER

The tender is invited to rent cloud-based WEB HOSTING services to the University to host following websites/ERPs as of now, that can be increase/decrease based on the University requirements.

SN	Project	Remarks
1	IUMS	IUMS ERP DB and project build in .Net platform and MSSQL database.
2	University WebSite	University Official website built in Joomla and PHP/Maria DB.
3	Old Official Website	Built in PHP and MySQL
4	APIs	All APIs to support main ERP and website, built in ASP.Net and MSSQL
5	Antivirus Server	To be Used as University's Antivirus server.
6	Radius Server	To be used as university's Wi-Fi radius server
7	Object Storage	To store file objects related to the student's life cycle in the university.

PROJECT TENTATIVE COST/RENT.

Project Name	EMD (in Rs.)	Tentative Service Rent (Yearly)
CLOUD BASED WEB HOSTING SERVICE	24,000 (2%)	12,00,000/- Rupees

Note: - No EMD for SME, MSME Sector and Startups.

Bid Security Deposit (EMD) of 2% of estimated cost (as per GeM) must be provided in E-Mode or Physical Mode in the form of DD, FDR, Bank Guarantee or as per GFR 2017 in favour of "Registrar, Dr. Harisingh Gour Vishwavidyalaya, Sagar, MP payable at Sagar. EMD may also be deposited through NEFT/RTGS to the following detail (UTR No. should be submitted in the technical bid)

Name: The Registrar, Dr. Harisingh Gour Vishwavidyalaya, Sagar, MP

Name of the Bank: State Bank of India

Account No. 10186725260

IFSC Code: SBIN0001143

The EMD in the physical form should be sent through SPEED POST. Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with Central Purchase Organization and Startup(s) are exempted from submission of Security Deposit (EMD) as per the rules of Govt of India. The Bidders are advised to submit the copies of the required documents with the tender documents if they are claiming Bid EMD exemption. Vishwavidyalaya will follow the rules of GFR 2017 in this regard.

Service Rent sheet

SN	Service type	Configuration	Estimated monthly cost (On Demand)	Compliance (Y/N) and Remark if any
1.01	Virtual Machines (1)	2 vCPUs, 8 GB RAM, 500GB SSD, Windows (License included)	₹	
1.02	Virtual Machines (1)	4 vCPUs, 16 GB RAM, 500GB SSD, Windows (License included)	₹	
1.03	Virtual Machines (1)	8 vCPUs, 64 GB RAM, 1000GB SSD, Windows (License included)	₹	
1.04	Virtual Machines (1)	2 vCPUs, 8 GB RAM, 300GB SSD, Linux/Ubuntu latest	₹	
1.05	Virtual Machines (1)	4 vCPUs, 16 GB RAM, 500GB SSD, Linux/Ubuntu latest	₹	
1.06	Object Storage Service (To store files of any format) (Total upto 2TB)	Storage has the feature of replication in at least 2 more places and object versioning.	₹	
1.07	Security (for 5 VMs)	Local Firewall, WAF and Antivirus for each server.	₹	
1.08	DNS Routing service (2 Domains)	Zone 1, DNS, Public for 2 domains.	₹	
1.09	Networking -IP Addresses	Static IP Addresses (5 Public IPs),	₹	
1.1	Bandwidth	Pay As used (Per GB Per Month Rate)	₹	
1.11	Managed Service charges over and above the OEM Billing in percentage (if applicable)		₹	

GENERAL CONDITIONS OF THE TENDER & CONTRACT

1 Definitions:

- 1.1 "The Contract" means an agreement regarding supply of the goods & provision of services entered into between the "Dr. Harisingh Gour Central University, Sagar" and the Supplier, as recorded in the Contract Form signed by the parties, including all appendices there to and all Documents incorporated by reference therein.
- 1.2 "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- 1.3 "The Goods" means all the equipment and/or other material, which the Supplier is required to supply to the Purchaser under the Contract.
- 1.4 "Services" mean services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, training, maintenance and other such obligations of the Supplier covered under the Contract.
- 1.5 "The Purchaser" means the "Dr. Harisingh Gour Central University, Sagar" or "DHSGSU" in short.
- 1.6 "The Supplier", means short listed Bidder supplying the goods and services under this Contract.
- 1.7 "Bidder" means the person, firm or company submitting a bid.

2 Application: These General Conditions shall apply to the extent that these are not superseded specific by provisions in other parts of this tender document. A detailed Contract agreement shall be signed after contract order is generated at **GeM/CPP** portal. Detailed provisions of such a contract-agreement shall have an over-riding effect vis-a-vis this Tender Document.

- 2.1 The Bidder has to put the firms seal and signature in full at all pages of the bidding document. Bid must be submitted and signed by the authorized signatory. Conditional and incomplete offer will be liable to be rejected.
- 2.2 Local suppliers under Make in India initiative are eligible to apply Public Procurement (Preference to Make in India) order by Department for Promotion of Industry and Internal Trade, Government of India.
- 2.3 The University reserves the right to modify unilaterally any part of this document at any stage of awarding the work to the successful bidder in the interest of the University.

3 Technical Requirements

- 3.1 The university may or may not avail of all the services listed in the "Technical Specification" table. The university will ask the vendor to configure the service as and when required. After the completion of the purpose of the service, the university may ask to terminate the service in order to save on service charges.
- 3.2 The university may ask for any other cloud service that is not listed in the "Technical Specification" table at the market price with the mutual consent of the service provider and the university.
- 3.3 The university will need a fully functional online panel to manage all the cloud resources, along with a proper dashboard and billing meters and statistics.
- 3.4 The server must be in India.
- 3.5 The service provider must provide the service in IaaS, PaaS, SaaS, and FaaS.
- 3.6 The service provider must have the cloud, hybrid, and on-premises all three cloud deployment models.
- 3.7 The service provider must provide managed database services, VPN services, a user management system, and cloud activity log / audit-trial reports system.
- 3.8 The cloud service provider must have the functionality of a VPN service, protection from DDoS, SQL injection,

and other web protection systems.

3.9 The service provider must have ISO 9001 and ISO 27001 certificates.

3.10 The billing section must have a billing cost and usage report section where the vendor can analyze the service charges and optimize them based on unused resources.

3.11 The server auto-scaling feature must be available in the service.

3.12 The reserve or committed price must be provided by the vendor for 1 year and 3 years in the above table.

4 Standards:

4.1 The minimum average annual financial turnover of the bidder during the last three years (2021-2022, 2022-2023 and 2023-2024), ending on 31st March of the previous financial year should be rupees 6,00,000/-, should be as indicated in the bid document. Documentary evidence in the form of Certified Audited turnover details for the relevant period shall be uploaded along with the ITR.

4.2 The bidder should be a Private Ltd. Company, Public Ltd. Company or LLP. No consortium is allowed. Relevant declaration in the support of this statement must be submitted.

4.3 PAN, ROC Registration Certificate, G.S.T. Registration Certificate and Bank Mandate of the Company issued by bank with stamp & signature of banker.

4.4 In case the bidder is an authorized distributor/ dealer then authorization certificate of principal service provider.

4.5 3% of the contract value must be submitted after awarding tender as PBG.

4.6 The Bidder/OEM must submit signed technical specification compliance sheet of all items.

4.7 The service provider must have the experience of cloud service for at least 3 years.

4.8 The Cloud Service shall be initially opted for three years which can be further extended for another three years based on university requirement and service performance, on the same terms and conditions. The contract can be terminated by the University any time with one-month prior notice.

5 Performance Security:

5.1 Performance Security for delivery/ installation and maintenance during warranty period.

5.2 The successful bidder/ Supplier shall furnish a 3% Performance Bank Guarantee of total work order value within 10 days of award of work, valid for 39 months to safeguard the purchaser against timely delivery/installation and maintenance of ordered equipment's/ Services during the period of the contract.

5.3 EMD of successful bidder(s) will only be released after signing of agreement and submission of PBG.

6 Patent Rights of the Goods:

6.1 The Service provider shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof in India.

7 Training/ service support:

7.1 Bidder has to provide the required training to technical staff for handling the quoted service being supplied.

7.2 Bidder has to provide necessary support by providing required assistance for configuring the service and software supplied.

- 7.3 Bidder should provide service maintenance of System Software / driver software up-gradations, installing patches etc., at no extra cost during the service period.
- 7.4 The Service provider shall give technical support online, if end user is facing problem in installation/working of system software. On-line support will be made available without any charges to end user.

8 Payment:

- 8.1 The service charges will be based on the “pay as you go” concept; the university will pay only for what they use.
- 8.2 The billing must be on each calendar quarter-end, post-paid.
- 8.3 The university will pay the service charges in Indian currency through an online payment system.

9 Prices:

- 9.1 The prices charged by the Service provider for services provided under the Contract shall not vary from the prices quoted by the Service provider in his Bid. But in case of global or national fall in prices of a product in IT/ Electronics industry due to a change in Government Policy or otherwise, such a reduction shall be passed on to the Purchaser after mutual negotiations.
- 9.2 The bidder should quote price as per the format given and prices should be in rupees only.

10 Modification in the Order:

- 10.1 The Purchaser may at any time, by written order given to the Service provider make changes within the general scope of the service to be provided by the Service provider
- 10.2 If any such change causes a decrease in the cost, an equitable adjustment shall be made in the service price. Any claims by the Service provider for adjustment under this clause must be put forth within 30 days from the modification accepted.
- 10.3 The University reserves the right to cancel/ reject the bid with specifying the appropriate reason.

11 Subcontract:

- 11.1 The Service provider shall not subcontract in whole or in part of the work.

12 Delays in the Service provider's Performance:

12.1 Service configuration and Installation:

- 12.1.1 configuration and Installation of services shall be made by the service provider within 30 days after releasing the work order.
- 12.1.2 Imposition of liquidated damages 2% per week of delay to onboarding of entire services as per the tender specification. The maximum penalty will not exceed 5% of the tender value.

12.2 Service level performance

- 12.2.1 That must be at least 99.5 % uptime, reviewed quarterly, the penalty of 5% of monthly billing value shall be deducted.

13 Termination for Default:

- 13.1 The Purchaser may without prejudice to any other remedy for breach of contract, (including forfeiture of Performance Security) by written notice of default sent to the service provider, terminate the Contract in whole or

in part after sending a notice to the Service provider in this regard.

- (a) if the Service provider fails to deliver any or all of the services within the time period(s) of 30 days, or any extension thereof granted by the Purchaser.
- (b) If the Service provider fails to perform any other obligation under the Contract.
- (c) If the service provider not provide the appropriate services regularly.

14 Taxes and Duties:

14.1 The quoted rates must include all taxes and duties excluding GST, GST will be paid on applicable rates.

15 Limitation of Liability:

The liability of the service provider in respect of all claims under this tender including penalty for delay in services, liquidity damages etc. shall not exceed the Aggregate value of the goods and services supplied under this tender. Either party shall not be liable for any claim made for any indirect, consequential or incidental losses and indirect damages, costs or other expenses related there to.

16 Arbitration:

16.1 All disputes, differences, claims and demands arising under this tender shall be referred to arbitration of a sole arbitrator to be appointed with mutual consent of both the parties. All arbitration will be held in Sagar (M.P.). If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of any dispute and need for appointment of an arbitrator. Further action will be taken in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the award made under this tender shall be final and binding upon the parties hereto, subject to legal remedies available under the law.

16.2 The District Court Sagar (M.P.)/ High Court of M.P. Principal Seat Jabalpur alone will have the jurisdiction to try any matter, dispute or reference between parties arising out of this Tender / contract

ANNEXURE- I

(To be submitted on letter head of the tenderer firm/organization)

UNDERTAKING

1. I/we undertake that I/we have carefully studied all the terms and conditions as mentioned in the tender document and all terms and conditions are acceptable to me as a bidder and also understood the technical requirement of the service.
2. I/we undertake that my firm/organisation----- (name of firm/ organisation) has not been blacklisted/ debarred by Central Govt./ State Govt./ Any Govt Organisation/ PSU.
3. I/we undertake that my firm/organisation----- (name of firm/ organisation) has not been convicted by court of law.
4. I/We further undertake that the information given in this tender is true and correct in all respect and we hold the responsibility for the same.

Seal and signature of Tenderer along with official stamp

ANNEXURE -II

EXEMPTION/ RELAXATION CLAIM FORM

IS/D/W of

is authorized signatory of M/s..... participating in tender No.....

I am claiming exemption/ relaxation for following clauses of technical requirement:

1.....

2.....

3.....

Copy(s) of rules/ norms of Government of India and requisite registration/ license as mentioned below is/ are attached for consideration:

1.....

2.....

3.....

Seal and signature of bidder

ANNEXURE-IV

PERFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY

(To be stamped in accordance with relevant Act)

Ref: Bank Guarantee
No. _____

Registrar,

Dr. Harisingh Gour Vishwavidyalaya,

Sagar (M.P.)

Dear Sir,

In accordance with your NIT No. _____ dated _____ M/s _____ having its registered/ Head office at _____ has participated in the said bid.

As an irrevocable Bank Guarantee against Performance Guarantee for an amount of _____ valid up to _____, is required to be submitted by the bidder as a condition precedent for commencement of the contract of supply of softwares/ equipment, the amount is liable to be forfeited on the happening of any contingencies mentioned in the bid documents and contract agreement.

We, the _____ (name of bank & branch) having our head office at _____ guarantee and undertake to pay Immediately on demand by The Registrar, Dr. Harisingh Gour Vishwavidyalaya, Sagar (M.P.) the amount _____ (In figures and words) without any reservation, protest, demur and recourse. Any Such demand made by said owner shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

We, _____ (name of bank & branch) hereby further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our Branch office at SAGAR, MP situated at _____ (Address of local branch at SAGAR MP), not later than next working day, when presented.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instruction from M/s _____ on whose behalf guarantee is issued.

In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____ 20__ at _____

Witness

Signature _____

Name _____

Address

Signature _____

Name _____

Designation _____

Bank's Common Seal _____

Official Address _____

Technical Bid Evaluation Criteria

SN	Documents	Terms & Conditions No
1	Technical Specification Compliance Sheet with service cost.	4.6
2	Server location (must be in India)	3.4
3	list of cloud services, provided by the service provider	3.5 to 3.11
4	Manufacturing/Service Authorization Certificate (if Applicable)	4.4
5	Experience of supplying the primary category given in the tender for last three years	4.7
6	Turnover along with ITR (Income Tax Return) for last 3 financial years (21-22,22-23,23-24)	4.1
7	Undertaking for payment terms	7
8	Bidder must submit copy of GST and PAN, and company registration certificate	4.3
9	Undertaking as per Annexure-1, 2	
10	MSME registration certificate or EMD, if applicable.	