

No. T- 1634

Dated: 22.02.2019

NOTICE INVITING TENDER

Fully-managed dedicated VPS Services for hosting IEI Election Software (www.ieindia.in)

Sealed Tenders in Single Stage two Envelope bid system are invited Fully-managed dedicated VPS Services for hosting IEI Election Software (www.ieindia.in).

1. The tender document may be obtained during working hours from **22.02.2019 to 28.02.2019 (till 5.00 p.m)** on all working days on payment of Rs 200/- from the S&P Section of the Institution on cash payment. The tender document can also be downloaded from the website of the Institution (www.ieindia.org) for which parties would be required to enclose a separate demand draft of Rs 200/- in favour of **The Institution of Engineers (India), payable at Kolkata**, towards the cost of the tender document along with their quotes, failing which the tender shall be out rightly rejected.
2. The sealed Tenders are to be submitted in prescribed Format duly stamped and signed and dated on each page of Part 'A' & 'B' as their unconditional acceptance to the terms prescribed by the Institution. Details/supporting documents wherever applicable, if attached with the Tender should be duly authenticated by the Vendor/s. No over-writings shall be accepted unless authenticated with full signature of the Vendor/s.
3. The Tender shall be in **two parts viz. Technical Bid - (Envelope - 'A')** and **Financial Bid (Envelope 'B')** (Envelope 'A' and 'B' with the content shall be clearly marked on the top of the envelopes separately). Technical Bid - (Envelope - 'A') shall comprise of compliance documents against Eligibility Criteria, **Earnest Money Deposit of Rs.10,000/-**, Company Profile and other documents in support of technical capability. The Technical bid should not contain any financial indication, violation of which will invite disqualification. Financial bid shall comprise of quoted price only in the format provided with the tender document in Envelope - 'B'. Both Envelope - A & B shall be put in a third envelope, sealed and submitted within the prescribed date & time and with signature of the Tenderer over it.
4. The sealed Tender duly superscribed, **"Fully-managed dedicated VPS Services for hosting IEI Election Software (www.ieindia.in)"** with Tender No. should be addressed to the Director (Administration), and to be dropped at the Tender Box of this office within time and date i.e., **by 4.00 p.m. on 05.03.2019**.
5. Tenders received after the stipulated date and time shall not be entertained. The Institution reserves the right to reject the tender in part or full without giving any reason and any correspondence.

Sd/-
(Shukla Das)
Director (Administration)

PART-A

**Tender for providing fully-managed dedicated VPS Services for hosting
IEI Election Software (www.ieindia.in)****A. ELIGIBILITY CRITERIA OF BIDDER**

1. Bidder should be a Firm/Company (Incorporated in India) having their own Tier III / Tier IV Data Centre installations.
2. Bidder should be an established Data Centre Services provider and should have been in the business for a period exceeding 5 years as on 01 Jan 2019. The Data centre should be ISO Certified.
3. Bidder should have a minimum 5 years experience in DC Managed Hosting Services, Co-location, Connectivity services, DR implementation and managed Services and other related services.
4. The Bidder shall not be under a Declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
5. The Bidder must have a turnover of more than **Rs. 1.00 Crore** in at least one of the last three Financial Years ending on 31/03/2018.
6. The Firm/Company should have hosted the web services of **at least 1 Government/ Semi Government and one private/ corporate office** organizations having complete online system with Database activity. The Performance report from these organizations should be attached.
7. The services offered by the bidder should have either BS (British Standards) or ISO certification valid up to date.

(Signed & Stamped Documents for the above mentioned criteria are to be enclosed)

B. TERMS AND CONDITIONS OF SERVICES

1. 99.982% Uptime shall be ensured for the Web server and Website.
(The bidder should provide an undertaking on their letter head to the effect that the following mentioned terms and conditions are acceptable)
2. Service Provider has to provide fully managed services for Web Server, Database, Application, Antivirus, Security etc.
3. The Service Provider shall provide contacts and **Escalation Matrix** to log the complaints / problems faced in the facility provided to the IEI.
4. The Service Provider's (Bidder's) data centre should have the following:
 - a) Clustered Servers for Applications and Database as well as Clustering Services Solution.
 - b) Scheduled data backup devices.
 - c) 10/100/1000 MBPS (Redundant) LAN Connectivity.
 - d) Latest technologies with redundant bandwidth available from the different Service providers for 24 Hour uptime and Load Balancing. (To provide the name of the Service providers)

Signature of the Tenderer

- e) Physical Security and Virtual Security Network through firewall (hardware and software based) with all latest anti-viruses, Intrusion detection systems (IDS) installed.
- f) Un-interrupted (redundant) power supply and 24x7 support and backup services.
- g) Certified networking and security team, with at least 5 years of experience in managing and monitoring enterprise-level networks and able to meet 100% infrastructure availability guarantee.
- h) Zero-Downtime Network.
- i) The facility of monitoring all routers, switches and connectivity to ensure the integrity of the data centers and operations. The Data Centre should be able to analyze the network backbone, bandwidth providers and the overall health of the Internet and the different kinds of Monitoring services like IP Address Monitoring, Internet Port Monitoring, URL
- j) Monitoring, Server Status Monitoring and Link Status Monitoring etc.
- k) The Service Provider should be able to monitor the status and efficiency of all HVAC, power generation, security, management and support systems. The Data Centre should also track the health of servers, firewalls, load-balancers and other platform components. The Data Centre should have the automated monitoring technologies which should provide alerts in the event of data center or device failures and the same should be communicated to IEI immediately.
- l) The bidder has to deposit an earnest money of Rs 10,000/- along with quotation. In case of non-execution of the order by the successful bidder, the earnest money deposited will be forfeited. The earnest money deposited by unsuccessful bidders will be refunded on finalization and execution of the contract with the successful bidder. However, EMD of successful bidder shall be retained as Performance Guarantee for one year and the same will be refunded without any interest. The Draft should be drawn in favour of **“The Institution of Engineers (India)”**, payable at Kolkata.

C. SCOPE OF WORK

1. Providing/hosting of VPS (Virtual Private Server) with Internet connectivity to cater the IEI Election Software application of IEI, including the hosting of multiple website having cluster and security features, with daily automated backup solution.
2. If required, domain name's registration will be done by the Service Provider. Domain name shall be owned by the IEI and the service provider will be required to make necessary changes in their name servers for registered domain and provide us the details of domain name's name servers. The service provider will be required to provide us the Domain Administration Panel and Domain Admin Rights for registered domain.
3. The VPS provided must be located in INDIA with connection to a very high band width.

Signature of the Tenderer

4. IEI already has its IEI Election software application (www.ieindia.in) uploaded on a dedicated VPS hired by it. Shifting of existing data into new VPS Server under this contract shall have to be done by Service Provider.
5. The VPS must be dedicated in the name of IEI for website hosting.
6. Managing the Web Server for operation with maximum efficiency and security for complete web hosting work.
7. To provide uninterrupted web hosting services without any loss of data.
8. IEI may desire the renewal of VPS Services for next 1-2 year in the same rate and terms and conditions on satisfactory services provided by the Service Provider
9. The Service provider should ensure that there should be zero data loss.
10. The Service Provider is required to provide us the fully managed Servers with necessary technical support whenever required.
11. The Service Provider has to provide the full control of the Server for any remote activity. The updation of the Website and its own customized application will be done by the IEI and may seek support from Service Provider as and when required.
12. The Service Provider should provide the Licenses of Operating Systems (Windows 2008 Standard Edition), Software Licenses (MS SQL Server 2008 Standard Edition), Antivirus and other Security features which a VPS Server requires.
13. The Service provider shall install/configure the IIS as and when required.
14. IEI will provide only its customized application and the Service Provider will ensure that the application runs smoothly. If any extra component in terms of Hardware or Software is required then the Service Provider has to provide it (*The price payable for the same needs to be intimated and get approved from IEI before the initialization of the required services*).
15. The Service Provider will provide full access of the Server only to the authorized person of IEI. This will be informed accordingly.
16. The Service Provider will maintain the Hardware and the necessary updation as well the system software.
17. The Service provider should provide the Status Report and the Bandwidth utilization report in each quarter.
18. The Service Provider will provide 24x7 monitoring support. To also provide managed mail service on the same VPS Server.
19. The Service Provider will provide automated full and incremental Backup Service (10 GB Space) on a separate System with access to Backup Files being available to IEI along with the CPanel.

Signature of the Tenderer

PART B
Financial Bid for VPS (Virtual Private Server)

Financial Bid for providing fully-managed dedicated VPS Services for hosting IEI Election Software (www.ieindia.in) at IEI HQ.

Sl. No.	VPS Details	Details	Cost Annually (in Rs)	Remarks, if any
1.	Instance	Single		
2.	Cores	Dual Core		
3.	Operating System	Windows 2008 (32 bit)		
4.	RAM	6 GB		
5.	Bandwidth	200 GB (Data transfer per month)		
6.	Storage Space	100 GB		
7.	IP Address	2 IP's		
8.	Database	Microsoft SQL Server 2008 Standard Edition		
		Management & Backup of Database		
9.	Antivirus	Symantec		
10.	Web Server	Management of IIS		
11.	Management	OS, Database, Online Backup of 50 GB with one agent, Mail Management		
12.	Control Panel	Plesk 10 Domain		
13.	Security Certificate	Global Sign Security Site (Security Certificate shall be effective from 15 Aug 2020)		
		Support (including installation/reuse of SSL Certificate in the VPS Server) should be provided by the Service Provider		
Cost (excluding GST)				
Add : GST				
Total Cost				

Total Amount against Sl. No. 1 - 13 as mentioned above will be Rs.....

(Rupees.....)

Name :

Designation :

Signature :

Company Name :

Address :

Phone No. :

E-mail :

Date :

Seal of the Company