

Online Bids are invited

for

Managed dedicated server for University website Hosting

For 2 years extendable by another 1 year on satisfactory performance



***University of Jammu, New University Campus Baba Sahib
Ambedkar Road Jammu-180006***

University of Jammu, Jammu

(INVITATION FOR BID)

On behalf of the University of Jammu, Director, CITES&M, invites online tender from reputed Manufacturers/ Authorized Dealers under two bid system i.e. Technical bid and Financial bid for Managed dedicated server for University website Hosting For 2 years extendable by another 1 year on satisfactory performance as specified specifications and Terms and Conditions as per **Annexure-I**.

The Important information related to tender are as follows:

S.no	Description	Particulars
1	Tender document no:	JU/CIT/22/722 Date-10-06-2022
2	Description of the work	*Dedicated Managed Website Hosting Server
3	Mode of Tendering	E-tendering
4	E-tendering website	www.jktenders.gov.in
5	Tender Document Fee	nil
6	Tender processing fee	nil
7	Date and time for Pre-Bid meeting	----- NA----
7	Last date for Submission of Queries	20 th June-2022
8	Earnest Money Deposit (E.M.D.)	Rs.5000/- in the form of a FDR for a period of 1 year in favor of Registrar, University of Jammu
9	Mode of Tender Document, Processing Fees & EMD	Online
10	Last Date and Time for Downloading Tender Document	22 th June-2022
11	Last Date and Time for Online submission of bids	24 th June-2022
12	Date and Time for opening / of Eligibility & Technical bids	27 th June-2022
13	Date and Time for opening / of commercial bids	To be Notified Later (In case there is a change in this scheduled date and/or time, then the technically qualified tenderer/bidders will be intimated about the date and time by a letter/email)

* Dates to be added at the time of upload of tender

- In case of Online submission of EMD and tender fee, The proof of the same shall be attached with the tender bid failing which the bid is rejected.
- No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E- procurement portal).
- The Institute shall not be responsible for any delay in submitting on-line Bids. The Institute

reserves the right to accept or reject any bid, cancel the Tender without assigning any reason thereof. No correspondence in this regard will be entertained.

➤ **Contact Person's Address for correspondence and clarifications**

The bidder requiring any clarification of the Tender documents may notify University in writing, either by post or email, at the following address:

The Director

Centre for IT Enabled Services and Management

University of Jammu, Jammu-180006.

Tele Fax:+91 9419183235

E-Mail: directorit@jammuuniversity.ac.in

Website: www.jammuuniversity.ac.in

NOTE: The decision of the Director, Centre for IT, UNIVERSITY OF JAMMU will be final and binding to all bidders.

Earnest Money shall be forfeited, if it is found at any stage that information/particulars regarding supply of tendered item (s) are false.

1. INSTRUCTIONS TO BIDDERS

1.1 Invitation to online bid

Centre for IT Enabled Services and Management, University of Jammu, here in after called“ Purchaser”invites Bids from the bidders ,here in after called“ Bidder” against published Tender. The bidders will need to submit heir comprehensive bids under two bid system – **Technical and Financial bids**– in two separate sealed envelopes, at the address mentioned in Section“Submission of Bids”.The details of scope of work, technical requirements and formats for submission of technical and financial bids are given in the subsequent sections.

1.2 Contents of Invitation to Bid

Invitation to Bid (ITB) document consists of:

- Annexure to this document.
- Technical Bid Form.
- Financial Bid Form.
- Any other addendum that University might release on a later date.

Wherever the term “Invitation to Bid” is referred, it should be considered as inclusive of all the documents mentioned above.

- All the Bidders ,for the purpose of submitting a Proposal shall treat the content of this document as private and confidential. Each bidder shall submit only one Proposal. The bidder who submit so participates in more than one Proposal will be disqualified.

1.3 Authorized Person of the Bidder

The selected bidder shall indicate the authorized signatory who can discuss and correspond with the University, with regard to the obligations under the tender notice or Contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign agreements/contracts with the University, raise invoice and accept payments and also to correspond. The bidder shall furnish proof of signature identification for above purposes as required by the purchaser.

1.4 Proposal Validity

The Bids shall be valid minimum for a period of “SIX MONTHS ”from the date of submission of the bid. On completion of the validity period (6months), in case required, University, may solicit the bidder’s consent to a extension of the period of validity. The request and the responses there to shall be made in writing by post or email.

1.6 Guidelines for Filling Financial Format

The bidders should submit their financial bid in the specified formats only. No changes would be allowed in the financial bid on account of foreign exchange fluctuations and changes in local taxes, duties, levies, rate of inflation etc.

1.7 Address of Submission

The bids duly completed as per the instructions given in this document and the amendments issued if any, shall be submitted only electronically via the website www.jktenders.gov.in. For any queries

E-Mail: directorit@jammuuniversity.ac.in

Website: www.jammuuniversity.ac.in.

1.10 Sub-Contractors

Employment of sub-contractors for the purpose of carrying out any part of the job or warranty period maintenance of all or any part of the equipment is not acceptable.

1.11 Right to Accept and Reject the Bid

Not with standing anything contained in this document, University reserves the right to accept or reject any or all the bids. University also reserves the right to cancel the bid process at any time prior to signing the contract and University will have no liability for above- mentioned actions.

2. Eligibility Criteria (Pre-Qualification Criteria)

Only those vendors who full fill the following criteria are eligible to participate in the bid.

2.1

The Bidders should meet the following Eligibility Criteria to participate in the Tender and should enclose supporting documents for fulfilling the Eligibility in the Technical Bid. Non-compliant bidders shall not be evaluated technically or commercially.

S.no	Qualification	Documentary Evidence to be attached
1	The bidder should have an annual turnover of INR 5.0 lakh or above in each of the last three Financial years(2018-19, 2019-20, 2020-21).	Certified Copy of Audited balance sheet of last three financial years
2	The bidder should have website hosting on dedicated managed server experience of minimum 5 years in similar institutions or reputed organizations.	Experience certificate along with documentary proof
2	The bidder should have one similar work value not less than Rs.5.0 Lacs	Attach Documentary proof
4	The bidder should have GST registration and PAN no.	Copy of GST Registration certificate / GST No. And PAN card
5	The bidder should have their own office in J&K since last 5 years and a good number of technical professionals for extending full technical support.	Documentary Proof of Local Office and employee strength
6	The bidder at any point of time shall not have been either under blacklisting by any government organization in the country or shall not be under the scrutiny of any criminal investigation agency in the country for malpractices in the field of IT.	A Self declaration on company letter head with sign and stamp of authorized signatory
7	The bidder company should have ISO certification.	ISO certificate

NOTE: All the above mentioned documents should be duly in order and are essential to qualify at Technical Bid Stage.

3. Scope of work with Terms and Conditions for Service Level Agreement.

Hosting:

It is the responsibility of the hosting provider to ensure that the web portal hosting is taken care of and that any problems are quickly resolved. Also the hardware equipment is owned and maintained by the hosting service provider. The Service provider should support University of Jammu for Installation of application and migration of data from the existing service provider. The service provider should take care of all the services in the compatible with developer requirement, all the system administration services that go along with it.

Hosting provider shall be in a minimum Tier 3 DC within India preferably in a Govt. Facility like STPI.

Primary and DR services has to be included in the cost.

Server support team needs to coordinate with our team as and when required; cost must be included in the cost.

As and when required person needs to visit our office and charges should be included in the cost.

There should be support through a local office in Jammu through an established office with a qualified technical person (The credentials of whom should be mentioned in your quotation).

Operating System Management

Database Management / Replication

Web Server Management

Backup Management

Security Management

DNS Management

Vulnerability Assessment /Penetration Testing of all Servers

Proactive Maintenance Services

Data Migration of Web Portal & All running applications, without loss of data

Installation of SSL certificate and Digital Signature Certificate

24 Hour Support:

The Web Hosting Service Provider should offer 24x7x365 days uninterrupted service as per the tender technical specification and terms & conditions. The service provider should sign Service Level Agreements with University of Jammu. The Hosting provider should maintain Toll-free phone numbers with a ticketing system for getting technical support and escalation process. The Web Hosting Service Provider should provide a relationship manager to handle the services of Web Portal and should be capable of resolving any service deficiency / issue which we can escalate and get resolved to our satisfaction. Any performance issues on the part of hosting provider will be discussed within four hours of their occurrence by management. This can be in the form of a face to face meeting or an electronic conference system.

24x7 Help Desk (Web based ticketing tool, Smart messaging, Phone and Email)

Daily Backup:

Daily Backup is the process whereby copies of computer files are taken in order to allow recreation of the original, when such need arise. A backup is a spare copy of a file, file system, or other resource for use in the event of failure or loss of the original.

Whilst backup is a routine and is well understood, the ability to restore data is usually only performed when data is lost, corrupted, or otherwise changed. It is extremely important to review and test the restore procedures, to ensure that, in an emergency, appropriate action shall be taken. The Web Hosting Service Provider should ensure that back up is taken on a daily basis; they should have automated scripts for this task. The data backup taken should be easily retrievable as and when needed.

Bandwidth Restrictions:

Bandwidth is the amount of traffic that is allowed to occur between service provider infrastructure and the rest of the internet. 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 Service Hosting Provider. The service provider should increase the bandwidth as the condition may arise.

Uptime Guarantee:

Uptime Guarantee refers to the amount of time within a specific period that a hosting provider's system is active or available for servicing site visitors. All hosts must have some downtime for routine maintenance or unexpected outages. Uptime Guarantee of at least 99.5% should be provided by the Web Hosting Service provider for the application availability and 99.99% for the systems availability. Prior notification should be given for scheduled maintenance. Any issues with availability of Web Portal should be dealt within the SLA period.

Security:

When a computer system connects to a network and begins communicating with others, it is taking a risk. Internet security involves the protection of a computer's internet account and files from intrusion of an unknown user. Common security measures involve protection by well selected passwords, change of file permissions and back up of computer's data. Hosting Provider should share the information regarding the prevention against the vulnerabilities. Various levels of security should be provided by the Web Hosting Service Provider.

- **Logical Level** – Firewalls, Intrusion Detection, Anti-virus, etc.
- **Data Level** – Encryption, Recovery etc.

It would be desirable for the Data Centre to hold security certification by a reputed agency. In the Web Portal Comprehensive security solution should be incorporated to avoid hacking and threats.

4. Evaluation Criteria

4.1 The bidder will be shortlisted on the basis of information submitted by them and verified by

the University in the technical bids. Subsequently, the commercial bids (to be submitted in the Format in BOQ_webhost.xlsx) will be opened and compared for the selection of the successful Bidder (Lowest bidder).

4.2 The lowest rate for the AMC will be selected after comparison of the rates to be quoted by the bidder for the network equipment as whole and not on item wise basis.

Contract Period

The Web hosting contract should be provided for 2 years from **date of award of contract**. It may be extended for another year if the performance is satisfactory.

6. Terms of Payment

The hosting charges shall be paid on quarterly basis, payable after the expiry of each quarter.

ANNEXURE I

Technical Specification

Dual Xeon Gold 5320T (11.2 GT 150W 4189M1)

CPU

20 cores/ 40 threads @ 2.3 GHz (3.5 GHz)

RAM

128 GB DDR4 • ECC Server Grade

Disk Drive

3 x 1 TB SSD NVMe Software RAID

Backup Storage

500 GB

Bandwidth

Unmetered

Public Network

1000 Mbps

Dedicated IP

2 IPv4

Uptime

99.99%

Windows server 2022 64 bit OS (**For old website**)

100/1000 Mbps port

Database Software

ASP

Web mail with POP, SMTP

Antivirus Licensed Software

FTP Server Web Stats

Front page extension

Full Remote Desktop Administration Access

Control Panel Plesk Panel 9.0 or above or DOT net panel

5 Gbps Backbone

SSL certificate

Creation of sub domains whenever required by the Centre for IT ES&M

Additional Linux (C panel Server) (Drupal Website Hosting)

CPU (As mentioned above)

1 TB SSD NVMe Software RAID

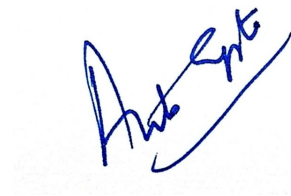
RAM – 16 GB

Technical Compliance

S.No	Specification	Compliances Yes/NO
01.	Technical Specification as per Annexure-I	

Financial Bid

S.No	Specification	Price
01.	Technical Specification as per Annexure-I	

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