



INVITATION OF PROPOSAL

from IT Agencies for webspace,
hosting and server based
maintenance of the software
application of Consultancy
Development Centre

Consultancy Development Centre

Core IV B, 2nd Floor

India Habitat Centre, Lodhi Road

New Delhi - 110 003

Phone: 011- 24602601, 24602915, 24601533

Fax: 011-24602602

Website: www.cdc.org.in

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Data Sheet:

S. No	Particular	Description
1.	Name of the client:	Consultancy Development Centre
2.	Name of the assignment	Web space, hosting and server based maintenance of the software Application of Consultancy Development Centre for three years
3.	The method of selection:	Least cost selection method (L1) as per the amount quoted in bidders financial bid
4.	Technical and Financial Proposals should be in separate sealed envelope:	Yes
5.	Name, objectives, and description of the assignment:	As detailed in this document
6.	Name(s), address(es), and telephone number(s) of the contact person from CDC's official(s):	Ms. Shelika Arora Professional B Consultancy Development Centre Core 4B 2 nd Floor, India Habitat Centre, Lodhi Road, New Delhi - 110 003 Tel : 91 11 24602601, 24602915 e-mail: shelika@cdc.org.in
7.	Clarifications to be sought before the Bid submission date.	5 working days. No clarifications will be entertained within the last five working days from the last date of submission of the bid
8.	Proposals and all its associated documents should be submitted in the language(s):	English
9.	No. of copies in which Technical proposal needs to be submitted	1 Original Copy along with all its supportive documents
10.	No. of copies in which Financial proposal need to be	1 Original Copy should be in prescribed format

	submitted	
11.	Amounts payable by the CDC to the Agency under the contract shall be as quoted in the Financial proposal	Yes
12.	Agencies to state cost in the national currency	Yes in Indian Rupees(INR)
13.	Validity of Offer	One Year
14.	The proposal submission address:	Shelika Arora Consultancy Development Centre Core 4B 2 nd Floor, India Habitat Centre, Lodhi Road ,New Delhi - 110 003 e-mail: shelika@cdc.org.in
15.	Proposals must be submitted not later than the following date and time:	15 April, 2015 at 3:30 pm
16.	The assignment is expected to commence	On the date as specified in the LOA/Contract

Section-I: Letter of Invitation

Dear Sir/Madam,

Consultancy Development Centre (CDC) is an Autonomous institution of the Department of Scientific & Industrial Research (DSIR), Ministry of Science & Technology, of Government of India set up for promoting and strengthening of consultancy skills and capabilities including exports and promotes cooperation with other countries.

The Centre invites sealed quotations to appoint an agency for **“Web space, hosting and server based maintenance of the software Application of Consultancy Development Centre for three years”**.

The proposal should be submitted in two parts (2 bid system),

- **Part-I:** Technical bid including all required documents as mentioned in Technical bid: Section 4
- **Part-II:** Financial bid: Section 5

The technical and financial bid must be submitted in two separate sealed envelopes indicating clearly on envelopes as **“TECHNICAL PROPOSAL”** and **“FINANCIAL PROPOSAL”**, followed by the nomenclature of the assignment, **“Web space, hosting and server based maintenance of the software Application of Consultancy Development Centre for three years ”**.

Financial proposal to include a warning **“DO NOT OPEN WITH THE TECHNICAL PROPOSAL.”** The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address super scribing on the top **“Quotation for Web Space, Hosting and server based maintenance of the software application of Consultancy Development Centre for three years”** should reach CDC premises to the addressee before the date and time as mentioned in *Data Sheet* in prescribed format along with other requisites as specified in this document.

You are requested to send us your most competitive offer for providing the services for the application as per details enclosed in this document.

Please note that your offer should be only in the enclosed format duly signed by the authorized signatory on each page along with seal of your agency.

Thanking you

Yours Sincerely

Shelika Arora

Professional B

For and on behalf of CDC

Section 2: Functional requirements and Scope of work

a) Hosting requirements of CDC Application:

Technology	Specification
Disk Space /Virtual Private Server	500 GB
RAM	8GB
Operating System	Windows 2008
Database	MSSQL 2008
e-mail	SMTP server of CDC
Application server	JBOSS 5.0
Front End	Java 1.6 Version
Processor required	3.3 Ghz, Dual core Processor

b) Space requirement:

Specification	Space
Disk space/Virtual Space	500GB
RAM	8GB
Data Transfer	Unlimited

c) Scope of work

Sr. No.	Scope of work -Description
1.	Hosting and server based maintenance of CDC application (24*7*365)
2.	Provide and Install requisite Hardware and Software for successful hosting and running of the application (Required space, software and Hardware are specified in Functional requirements) .The agency will maintain the Hardware and necessary updation as well as System software.
3.	Configure the server as per the hosting and successful run requirements including but not limited to the following: <ul style="list-style-type: none"> • Storage space • Install and configure server • Database setup • Antivirus installation and configuration • Configuring port as per the requirement
4.	Full back up on weekly basis and daily incremental backup
5.	Provide firewall and IPS for enhanced security
6.	9*6*365(9 AM to 6 PM),six days (Monday to Saturday) Help desk support, Trouble Ticket system incident response
7.	Provide assistance for root level changes. Provide assistance for FTP user,

	Database user, staging URL and assist application vendor/agency to install application and database, resolving any issue pertaining to scope of the work.
8.	Provide fortnightly reports/content updation reports as and when required by CDC
9.	Provide additional space based on requirement (if any)

Note:

- Any other requirement not specifically mentioned in the scope of work but required for successful hosting and execution of the applications deemed to be included in the scope of the work and in the quoted financial bid.
- Source code of the application would be provided by CDC and will be handed over to CDC along with all its associated data at the time of completion of the contract.
- Application code, content and all its associated data shall be considered as sole copyright of CDC, selected agency cannot share any information without prior written permission of CDC.
- Installation of the application on the server would be executed by different agency, however the selected agency for providing web space, hosting and server based maintenance of the software application should provide all the necessary support for installation and smooth execution of the application.

Section 3: Terms and Conditions

Associated with submission of proposal:

1. Bids not received in two parts or received after schedule date and time of submission would be rejected straightway.
2. Consultancy Development Centre reserves the right to reject any/all bids at its discretion without assigning any reason thereof whatsoever.

Associated with submission of bank guarantee

3. The vendor shall furnish to Consultancy Development Centre an irrevocable letter of guarantee from their bankers for a sum equivalent to 10% of total cost of this contract within 20 days from the date of award of work. This irrevocable performance bank guarantee shall be drawn in favour of Consultancy Development Centre and shall be valid for three years from the date of Work order.

Associated with award/execution of work:

4. The bidder may be required to give detailed presentation of their offer along with the service to the Centre.
5. The Centre may at its own discretion decide to carry out surprise inspection of Data Centre to evaluate and ascertain the details as furnished by the bidder in its technical bid, the technical competence to perform the offered services, capabilities, available facilities and resources of the bidder for effective and efficient services.
6. Timelines is essence of the contract. The vendor needs to configure the server as per scope of work and functional requirements, execute and commission the system within 2 weeks from the date of Letter of Award (LOA)/signing of contract.
7. Any hardware/Software required for install and successful run of the application needs to be provided by vendor. CDC will not pay any amount regarding the procurement/arrangement of software/hardware.
8. The maximum response time and down time shall not exceed 2 hrs. and 24 hrs respectively. In case, the server remains down for more than 24 hrs., CDC will have a right to impose penalty as decided by DG, CDC.

Associated with payment terms

Payment Terms	Milestones
40%	- On successful Deployment of the application and its verification/ acceptance by CDC
30%	- After one year from date of acceptance of work order
30%	- After three years from date of acceptance of work order

1. All payments shall be made by A/c payee cheque only.
2. Income tax deducted at source and such other taxes/levies which are by law required to be deducted by the CDC will be deducted from charges payable to the agency.

Associated with renewal of the contract

9. Contract shall be initially for a period of three years from the date of work order for web space, hosting and server based maintenance of the application. However, CDC reserves the right to renew the contract on mutually agreed terms or cancel the contract at any stage, if the work is not found satisfactorily on the notice period of one month.
10. In case, the contract is not renewed after three years/terminated, the vendor shall provide all his assistance and support to CDC's future vendor for data transfer/Knowledge transfer for the hosting of the CDC's application.

Section 4: Eligibility Criteria:

The agencies /bidders must meet the following eligibility criteria -

- Should have minimum average turnover of Rs. 30 lakhs in the last three Financial years (2011-2012, 2012-2013 and 2013-2014).
- Should have minimum two clientele of Central/State Government departments / PSUs / Autonomous bodies in India during last three financial years i.e. 2011-2012, 2012-2013 and 2013-2014.

Documentary evidence for the following must be submitted in respect of the eligibility criteria:

- a) Proof of Turnover of last three years last three Financial Years (2011-2012, 2012-2013 and 2013-2014) (Audited).
- b) Copy of Contract / Work order /Engagement order/agreement from Central /State Government departments / PSUs / Autonomous bodies in India.

Note: Bids not accompanied with documentary evidence requested above, may be summarily rejected

Section 5: Format of Technical bid

(On agency's letterhead)

General Information		
1.	Name of the Organisation	
2.	Address	
3.	Name of Contact person	
4.	Designation	
5.	Date of Incorporation (kindly enclose Certificate of Incorporation of the Company / Agency)	
Eligibility Criteria		
6.	Average turnover of last three financial years i.e. 2011-2012,2012-2013 and 2013-2014	
7.	Name of two clientele of Central/State Government departments / PSUs / Autonomous bodies in India during last three financial years i.e. 2011-2012, 2012-2013 and 2013-2014 (Enclose proof of two organizations in terms of Workorder, copy of contract/agreement etc.)	

Technical specifications of Data Centre for hosting			
S.No.	Requirement	Vendor to specify (Yes/No)	Give relevant details/ deviations, if any (Enclose proof in support, if any) specify pg. no. of the document attached with the bid
1.	Minimum Tier 3 or higher Data Centre	Please specify	Kindly enclose relevant documents
2.	Details of ownership & location	Please specify	Kindly enclose relevant documents
3.	Connectivity (Please mention the type of high speed connectivity of the	Please specify	Kindly enclose relevant documents

	server)		
4.	Which ISP?	Please specify	Kindly enclose relevant documents
5.	Backup capacity	Please specify	
6.	24*7*365 availability	Yes/No	
7.	9*6*365 monitoring/help desk / incident report (9AM to 6 PM, Monday to Saturday)	Yes/No	
8.	On demand memory and storage space upgradation	Yes/No	
9.	Redundancy for <ul style="list-style-type: none"> • UPS • Generator • Network • Server 	Yes/No	
10.	Value added services provided <ul style="list-style-type: none"> • O/S Management • DB Management • Firewall Management • Backup Management • DR and BCP solution • IDS/IPS 	Yes/No	
11.	Risk Management including Recovery of data and application	Yes/No	
12.	Will you submit Performance bank guarantee of 10% of total cost of the contract	Yes/No	
13.	Whether payment terms accepted	Yes/No	
14.	Whether Terms and conditions accepted	Yes/No	

Dated:

Signature

Details of enclosures

Name

1.

2.

3.

Full address

Telephone no.:

Fax no.:
e-mail:
COMPANY SEAL

Section 6: Format of Financial bid

(On agency's letterhead)

Section A: 500 GB (Three years)

S. No.	Requirement	Charges (in Rs.)	
1.	Amount for providing webspace, hosting and server based maintenance of the software application for three years (excluding taxes and Duties)	Rs _____ (In fig.)	Rs _____ (In words)
2.	Taxes and other government levies in percentage as applicable	_____ %	Rs _____ (In fig.) Rs. _____ (In words)
3.	Total (1 +2)	Rs _____ (In fig.)	Rs _____ (In words)

Section B: (Incremental Purpose)

Requirement	in (Rs)
Up to 50 GB (Annual Charges)	Rs _____ (In fig) Rs _____ (In words)
Up to 100 GB (Annual Charges)	Rs _____ (In fig) Rs _____ (In words)
Note: In case the period involved is less than year, charges applicable will be on proportionate basis.	

Points to be taken care of:

- The vendor will provide all his assistance and support for server configuration and installation of application including databases.
- In case of interruption in smooth execution of the application, issues arrive with respect to server configuration, hosting will be responsibility of the vendor.

- Cost should be indicated clearly both in figures and words and any cutting/erasures/overwriting/deletions/modifications etc., if any shall be properly attested by the authorized signatory.
- Taxes, duties, levies etc. as applicable will be payable to the vendor by CDC on submission of documentary evidences.
- Price shall be indicated in Indian Rupees only. The price quoted by the bidder shall remain firm during the entire period of the contract.
- If some discrepancy is found between the amount given in words and figures, the total amount written in words shall be applicable and considered as submitted financial bid.
- Price quoted is for entire scope of work as per the technical requirements.

Dated:

Signature

Details of enclosures:

Name

1.

2.

3.

Full address

Telephone no.:

Fax no.:

e-mail:

COMPANY SEAL

Section 7: Evaluation and comparison of bids

Evaluation

Stage-I

Sub-Stage - A (Essential Eligibility criteria):

CDC will examine all the technical bid(s) to determine whether they qualify the essential eligibility criteria as mentioned in this document. Bid(s) which will not qualify **Sub-Stage-A** may be rejected.

Note: If the bid is incomplete and /or non-responsive it will be rejected. Bidders are requested to ensure that they provide all necessarily details along with the relevant documents in the submitted bids.

Sub-Stage - B (Technical Evaluation):

CDC will examine the detailed technical specification of only eligible bidders. The bid which is not in compliance with the technical specifications will be summarily rejected.

Stage - II (Financial Evaluation):

Financial bid(s) of the only technically qualified bidders will be opened for financial evaluation.

Bids will be evaluated on the basis of **Least cost selection method (L1) as per the amount mentioned in Section: A (S.No 1) in financial bid submitted by bidders** exclusive of taxes and other Government Levis.

The decision of CDC arrived at, as per above will be final and no representation of any kind shall be entertained.

Terms and conditions specified by CDC shall be fulfilled by the bidder. No deviations from these terms and conditions will be accepted. Any violation there off will lead to rejection of the bid.

CDC reserves right to obtain clarifications on Technical bids, if it is felt necessary. The bidder may be required to give detailed presentation of their offer along with the service & set-up of the CDC.

The decision of CDC arrived at, as per above will be final and no representation of any kind shall be entertained.

Execution of offer:

- Sign of Workorder as a token of acceptance
- Execute as per scope of work with uptime of 99.5
- Assist/Coordinate with other existing/future vendor of CDC within its scope boundary

Section 8: Letters from bidder

A. Bid form

(On the letterhead of the agency submitting the bid document duly signed by the authorized signatory)

Date:

To

The Director General
Consultancy Development Centre
Core IV B, 2nd Floor
India Habitat Centre, Lodhi Road
New Delhi - 110 003

Kind Attention: Ms. Shelika Arora

Ref: Bid document name

Sir/Madam,

- a) Having examined the bidding documents and having submitted the bid for the same, I/We, the undersigned, hereby submit the financial bid for services as per the schedule of requirements and in conformity with the said bidding documents.
- b) I/We undertake, if my/our bid is accepted, to supply, install, and commission and maintain the offered goods and services in accordance with the delivery schedule specified in the bidding documents.
- c) I/We declare:
 - i. I/We hereby offer Goods and Services at the prices and rates mentioned in the Financial Bid.
 - ii. I/We have carefully read and understood and abide by the terms and conditions of the bid document and the conditions of the contract applicable to the bid document and we do hereby undertake to provide services as per these terms and conditions.
- d) Certified that the bidder is:
 - i. A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of the sole proprietor,

OR

- ii. A partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney,

OR

- iii. A company and the person signing the document is the constituted attorney.

(Kindly Tick appropriate)

- e) We do hereby undertake that, until a formal Workorder is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent and / or award shall constitute a binding contract between us.

Dated:

Signature

Details of enclosures:

Name

1

Full address

2

Telephone no.:

Fax no.:

e-mail:

COMPANY SEAL

B. Undertaking on compliance of Technical specifications and tender specifications and Terms and Conditions

(On the letterhead of the agency submitting the bid document duly signed by the authorized signatory)

I/We hereby undertake that I/we have examined/ perused, studied and understood this document for **“Webspace, hosting and server based maintenance of the software application of Consultancy Development Centre”** and any corrigendum/ addendum/ clarification etc. completely and have submitted my/our bid in pursuance and without any material and/or other deviations to the said documents.

I/We hereby undertake that I/We understand the Scope of Work and Requirement of this tender.

I/We hereby undertake that we shall comply with the Scope of work and requirements and tender terms and conditions completely and there are no deviations of any manner and/or sort and/or kind in this regard from my/our side.

I/We undertake to be the single point of contact for CDC and shall be solely responsible for all activities and for the entire scope of work and requirements as per the service levels defined in the tender document.

I/We hereby undertake that I/We do understand that my/our bid should be as per the tender document and should be accordingly submitted to the CDC. In case of a failure to comply and/or a variation the CDC has got sole discretion to consider or disqualify my/our bid for the aforementioned RFP/tender/Bid document and I/We shall be not having any claim of any sort/kind/form on the same.

I/We hereby confirm that the solution and scope of work mentioned in this tender are workable proper and sustainable as per information provided in the tender document.

I/We hereby declare that our company has not been banned or disqualified by any Government or any Government agencies or PSUs for a period of last five years.

I/We hereby attach the duly signed and stamped bid document as an acceptance of tender specifications and terms & conditions with the technical bid.

Signature of Authorized Signatory

Name of the Signatory

Date:

Place:

Company Name:

Company Seal

c. Letter of submission of financial bid:

(On the letterhead of the agency submitting the bid document duly signed by the authorized signatory)

Date:

To

The Director General
Consultancy Development Centre
Core IV B, 2nd Floor
India Habitat Centre, Lodhi Road
New Delhi - 110 003

Kind Attention: Ms. Shelika Arora

Ref: Bid document no.

Sir/Madam,

Having examined the documents and having submitted the bid for the same, I/We, the undersigned, hereby submit the financial bid for services as per the schedule of requirements and in conformity with the said bidding documents.

I/We hereby offer to provide Goods and Services at the prices and rates mentioned in the Commercial Bid.

I/We do hereby confirm that the prices and rates specified have been verified and are final and authentic.

I/We do hereby undertake that, in the event of acceptance of my / our bid, the rendering of services shall be made as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

The prices quoted are inclusive of all charges including logistics, taxes, duties, Levis etc. for providing offered services to CDC and/or its clients/ users across India.

Date:

Signature

Details of enclosures:

1

2

3

Name

Full address

Telephone no.:

Fax no.:

e-mail:

COMPANY SEAL