



INVITATION OF PROPOSAL

from IT Agencies

for

Webpace, hosting and server based
maintenance of the software application

“Virtual network of Consultants”

developed by Consultancy Development
Centre

Consultancy Development Centre

Core IV B, 2nd Floor

India Habitat Centre, Lodi Road

New Delhi - 110 003

Phone: 24602601, 24602915, 24601533

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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	Hosting and server based maintenance of the software application " <i>Virtual network of Consultants</i> " developed by Consultancy Development Centre
3.	The method of selection:	Least cost selection method (L1) as per the amount quoted in bidders financial bid
4.	Technical and Financial Proposals are requested:	Yes
5.	Name, objectives, and description of the assignment:	As detailed in this document and its supporting Annexures
6.	Name(s), address(es), and telephone number(s) of the contact person from CDC's official(s):	Ms. Shilpa Vijaivargia Professional 'B' Consultancy Development Centre Core 4B 2nd Floor, India Habitat Centre, Lodhi Road New Delhi - 110 003 Tel: 91 11 24603425; 24602601 Fax: 91 11 24602602 e-mail: Shilpa@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 submitted	1 Original Copy
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.	The proposal submission address:	Shilpa Vijaiavargia Professional 'B' Consultancy Development Centre Core 4B 2nd Floor, India Habitat Centre, Lodhi Road New Delhi - 110 003 Tel: 91 11 24603425; 24602601 Fax: 91 11 24602602 e-mail: shilpa@cdc.org.in
14.	Proposals must be submitted not later than the following date and time:	March 21, 2014 at 3:30 pm
15.	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 WebSpace, hosting and server based maintenance of the application "*Virtual network of Consultants*" developed by CDC.

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, "**WebSpace, hosting and server based maintenance of the application *Virtual network of Consultants***".

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 superscribing on the top "*Quotation for WebSpace, Hosting and server based maintenance of Virtual network of Consultants*" 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,

Shilpa Vijaivargia

Professional 'B'

For and on behalf of CDC

Section 2: Functional requirements and Scope of work

a) Hosting requirements:

Technology	Specification
Disk Space + MySQL Space	150GB
Technology & Framework	Symfony 1.4 x
Languages	PHP 5.2.4+
RAM	4GB-8GB
Operating System	Linux-RHEL
Database	MySQL 5.x
e-mail	SMTP server of CDC
Web Server	Apache 2.2.x
PHP	5.3.x
MySQL	5.1.x
Script	jQuery
Reports	HTML reports
Cpanel	Preferred to have
GD Library	Install Version 2.0 and Enable
CURL	Install and Enable
Others	Ability to setup CRON, ability to setup .HTACCESS

b) Space requirement

Specification	Space
Disk space+ MySQL space	150GB
RAM	8GB

c) Scope of work

Sr. No.	Scope of work -Description
1.	Hosting and server based maintenance of CDC application "Virtual network of Consultants" (24*7*365)
2.	Provide and Install requisite Hardware and Software including front end tools for successful hosting and running of the application (Required space, software and Hardware are specified in Functional requirements)
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"> • CPU

	<ul style="list-style-type: none"> • RAM • Storage space • Install and configure server • Database setup • Antivirus installation and configuration • Configuring port as per the requirement
4.	Full backup on weekly basis and daily incremental backup
5.	Provide perimeter level firewall and IPS for enhanced security
6.	9*6*365(9AM to 6PM),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, MySQL user, Cpanel Access, staging URL and assist application vendor to install application and database, resolving any issue pertaining to scope of the work.
8.	The setup should comply security policy for ISO 27001:2008
9.	Provide fortnightly Web analysis and content updation report / as and when required by CDC

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 and all its associated data shall be considered as whole sole copyright of CDC, selected agency cannot share any information without prior written permission of CDC.
- Installation of the application would be executed by the agency M/s Silver Touch Technologies Ltd., however the selected agency 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 before 30 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 24 months from the date of award of the contract.

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

9. Payment terms shall be as follows.
 - a. Payment shall be made on annual basis on receipt of bill/invoice
 - b. All payments shall be made by A/c payee cheque only
10. 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 Vendor.

Associated with renewal of the contract

11. Contract period shall be of one year from the date of offer accepted by the Centre for hosting and maintenance of the application. The contract may be renewed only after the satisfactorily performance during the contract period. However, CDC reserves the right to renew the contract or cancel the same at any stage, if the work is not found satisfactorily on the notice period of one month.
12. In case, the contract is not renewed after one year, 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: Format of Technical bid

(On agency's letterhead)

Technical specifications of Data Centre for hosting

Sr. 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		
2.	Details of server with ownership & location		
3.	Connectivity (Please mention the type of high speed connectivity of the server)		
4.	Which ISP?		
5.	24*7*365 availability		
6.	9*6*365 monitoring/help desk/incident report(9AM to 6PM, Monday to Saturday)		
7.	On demand memory and storage space upgradation		
8.	Redundancy for <ul style="list-style-type: none"> • UPS • Generator • Network • Server 		
9.	Certifications like ISO 27001:2008, IT Service Management, please specify		
10.	Backup capacity		
11.	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 		

12.	Risk Management including Recovery of data and application		
13.	The bidder should have minimum two clientele of Central/State Government departments/PSUs/ Autonomous bodies in India during last three years i.e. from 2011-2013. The order value should be minimum 1 lakh per year. Enclose proof of two organizations in terms of Workorder, copy of contract/agreement etc.		
14.	Will you submit Performance bank guarantee of 10% of total cost of the contract		
15. .	Whether payment terms accepted		
16.	Whether Terms and conditions accepted		

Dated:

Signature

Details of enclosures

Name

1.

2.

3.

Full address

Telephone no.:

Fax no.:

e-mail:

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Section 5: Format of Financial bid

(On agency's letterhead)

Format for Financial Bid:

Sr. No.	Website Address	Charges (in Rs.)
1.	G: Web Space and MySQL space for 150 GB (Annual charges)	Rs _____
	Total amount in words: G (excluding taxes and Duties)	Rs _____
Taxes and other government levies in percentage as applicable		
Incremental Charges		
1.	Upto 50 GB	
2.	Upto 100 GB	

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 arise with respect to server configuration, hosting will be responsibility of the vendor.
- If requires, the agency shall provide incremental space in multiples of 50/100 GB.
- 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 rate 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:

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Section 6: Evaluation and comparison of bids

Eligibility Criteria:

Bids will be called eligible on the basis of information provided in technical bid format and enclosed documents as evidence. 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.

Evaluation of Eligible Bids:

CDC will open the financial bids of only those bidders, who have been found eligible and technically qualified as mentioned in the tender document.

Eligible bids will be evaluated on the basis of **Least cost selection method (L1)** as per the amount quoted in bidders financial bid (**G**) exclusive of taxes and other Government levies.

Workorder shall be placed to the eligible bidder, which has quoted least amount (**G**) in its submitted financial bid.

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 7: Letters from bidder

A. Bid form

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

Dated:

To,

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

Kind Attention: Ms. Shilpa Vijaiavargia

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:

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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 the bid document for hosting and server based maintaince of the CDC software application "Virtual network of consultants" dated March 7, 2014 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)

Dated:

To,

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

Kind Attention: Ms. Shilpa Vijaiavargia

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.

Dated:

Signature

Details of enclosures:

1

2

3

Name

Full address

Telephone no.:

Fax no.:

e-mail:

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