



University of Kota, Kota

(M.B.S. Marg, Near Kabir Circle, Kota)

TECHNICAL BID FORM (Part A)

University Website Hosting on Cloud Server on Tier 4 DC, Annual Maintenance of the website by a qualified web developer and SSL certificate, as per scope of work.

1. Name of Work:- University Web Hosting, Website Maintenance and SSL Certificate
2. NIB No..... Dated

Bidder has to submit the technical bid with supporting documents in as a separate envelope as prescribed under special terms and conditions, marked as part “A” and financial bid in a separate envelop marked as part “B”. Both the envelops should be sealed separately.

S.No	Particulars	Information to be provided by the Bidder	Enclosure Page No.
1	Name of the Bidder		
2	Whether the bidder is a company/ proprietary firm/ partnership firm (attach relevant document)		
3	Complete address & Mobile number		
4	Telephone Number (Land Line) & Fax Website & E-mail Address		
5	Contact Person Authorized bid Signatory)		
6	GST Registration Number & date (Enclose copy of registration)		
7	PAN number (Attach copy)		
8	No of years experience in providing IT Solutions/ Services (Attach Work Orders)		
9	Minimum Qualification of a developer (Attach Proof)		

10	List name and address of Govt. University & Govt. organizations where bidder has carried out similar work/ services. (Copy of the orders should be attached)		
11	Bidder must have experience of managing Cloud Servers on Tier 4 Data Centre (Attach Proof)		
12	Bidder must have experience of managing Cloud/Dedicated/VPS server hosting on any 3 State funded government Universities		

I have read all the terms and conditions of the tender, Scope of the work and other information provided in the Tender document. I hereby agree to abide by the same.

Signature of the Bidder with seal

UNIVERSITY OF KOTA, KOTA

(M.B.S. Marg, Near Kabir Circle, Kota)

ELIGIBILITY CRITERIA

The following criteria must be fulfilled by a Bidder

1. The bidder must be a company/firm registered under the India Company Act, 1956 or a proprietary firm or a firm registered under partnership Act 1932. No consortium is allowed. Necessary certificates must be enclosed.
2. The bidder must have been in the business of providing Information Technology Services including website designing, hosting and AMC during last five financial years to the date of issuance of NIB with at least three years experience in providing Web server hosting Tier 4 data centre services
3. The bidder must have experience of managing Cloud/Dedicated/VPS server hosting on any 3 State funded government Universities during last five financial years to the date of issuance of NIB . (Attach work orders). . The Web Server hosting must be provided by Tier 4 Data Center in India with 99.95% Uptime. In Compliance with Govt. of India and Rajasthan IT Rules Server must be hosted in India and strict confidentiality must be maintained.
4. The bidder must have carried out work of web hosting and maintaining the Website of any three state funded Govt. Universities of Rajasthan during last five financial years to the date of issuance of NIB out of which the work have been carried out in a state university for at least two continuous years. (Attach work orders).
5. Firm has to provide a dedicated web developer profile of a candidate along with the bid who has experience on web designing, development of more than 5 financial years to the date of issuance of NIB and who will be deputed in office of the firm. The minimum Qualification of a developer must be M.Tech/ MCA/Msc. IT.
6. The firm must have necessary GST registration with Govt. Copy of registration should be attached with technical bid.

Special Terms and Conditions:

1. Services will be taken as per University's requirements.
2. Quoted rate will be valid for one year. The AMC/ARC may be extended up to three months / issuance of new work order issue which ever as earlier.
3. Bidder must quote rates including of all taxes.
4. Final Payment will be made on submitting the invoice after successful hosting migration.
5. For all exigencies, a working landline/mobile number for handling the same should be provided for contact. This number should be available 24x7.

6. In case of urgent matters updating/uploading will have to be done on very short notice without fail.
7. The procuring entity reserves the complete right to cancel the bid process and reject any or all of the bids without citing any reasons.
8. The firm should have sufficient manpower to ensure 24x7, 365-day availability for updates and maintenance.

9. Updates will be provided by the designated nodal officer through email.

10. Payment terms

- I. The firm will submit the certificate stating successful implementation, migration and operational of the application after security scanning of all pages.
- II. The firm will have to produce in necessary certificate about cloud service and which will be verified by the web administrator.
- III. The firm shall depute one person for University of Kota, Kota.
- IV. The payment of web server hosting will be released on successful implementation and migration of the application to the cloud server and making it operational.
- V. AMC charges to be paid on half yearly basis.

11. Penalty

- I. Rs. 1000/- per hour will be charged as penalty for down time if the downtime is more than 24 hrs in a year.
- II. Rs. 500/- will be deducted for each case of not updating web pages within prescribed time period.

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SCOPE OF WORK

1) Website maintenance

1. Website updation. Periodic automated backups. Security scans on each pages
Time to time development of modules when ever required
2. Daily Maintenance and updation of information on the website by information assistant/developer on daily basis. The important updation has to be made immediately any time 24*7 and 365 days a year.
3. **Other updations have** to be done between 09.00 AM to 8.00 PM on all working days for the following work: Receive all notifications/Sanctions/circulars/orders issued by the University and sent via email upload above documents under Notifications Circulars/Orders etc.
4. Required to update information within 24 hrs from issue of orders notification or receipt of information's.
5. Maintain the record of updation modifications, replacements of information modified etc. old information must be backed up, Monthly backup of complete website information archive of the web server.
6. Removal of outdated information, and links to outdated information from website. Testing and checking of links. Orders, notifications, circulars etc to Deans/Directors./Head of departments/in charges etc.
7. The Approved agency must make arrangement to upload information marked urgent received from Registrar, VC secretariat, Comptroller, Dean/Directors/Head of the departments during 5 PM to 10PM through E-mail on the same day within one hour from receiving information.
8. Uploading photos/videos on the website, required to provide a E-mail account, mobile number for contact and sending information related to web updation. Complete work related to operation, maintenance and updation or website of the University. All updation/publishing work must be made only with the approval of web Administrator.

2) Cloud Server Hosting

1. The web server provided **for** the web hosting must be using a web servers located in India on a Tier 4 Data Centre Through Web hosting service providers with high band width and high-level security for the web hosting.
2. Data Centre Compliance
 - 1) Tier 4 Data Centre
 - 2) Location; On should be in India.
3. Required Certification for Data Centre as per technical Specification
 - ANSI/TIA-942-B:2017 Rated 4 (Tier4 DC)/Latest
 - ISO 20000-1/Latest
 - ISO 27000-1/Latest
 - SOC 1 AND SOC 2 [First 2 Pages]
 - PCIDSS: v3.2
 - Green Building Certificate.
 - US GBC LEED Platinum Certified
 - ISO 22301
 - SOC-1, SOC-2 [First 5 Pages]
 - 24/7 Support from Server providing party.
4. The Cloud server must be hired for 1 year in the name of University of Kota, Kota for web site hosting, data storage and data backup to secure pages.
5. Transferring all the contents of the current website to the web server hired and managing the web server using the control panel for the University for operation with maximum efficiency and security for complete web hosting work for a period of one year.
6. The maximum time of uploading on the website should be 24 hours or as per case to case basis.

3) SSL Certification

EV SSL Certificate for 1 Year, (allocation, installation and monthly review.)

UNIVERSITY OF KOTA
M.B.S Marg, Kabir Circle, Kota
FINANCIAL BID (Part B)

University Website Hosting on Cloud Server on Tier 4 DC, Annual Maintenance of the website by a qualified web developer and SSL certificate, as per scope of work.

The bid envelop should be superscripted for the “University Website Hosting on Cloud Server on Tier 4 DC, Annual Maintenance of the website by a qualified web developer and SSL certificate, as per scope of work.

1. Name of Work:- **University Web Hosting, Website Maintenance and SSL Certificate**
2. NIB No..... Dated
3. **Name and address of the Bidder:**

Work Description :- Web server hosting on cloud server on Tier 4 Data Center, University Website Maintenance Work on daily basis by a Qualified Web Developer and SSL certification . The details of the work are as follows

S.No.	Name of Item	Specifications	Unit Rate (Rs.) For services	GST (In Rs.)	Total Amount (In Rs.)
1	Dedicated Web Server Hosting services	<p>The Managed Dedicated web server/Cloud Server provided for the web hosting must be using web servers located in India as per Govt of India and IT Advisory through Tier 4 Data Centre Required providing 99.95% Uptime.</p> <p>Data Centre Certification</p> <ul style="list-style-type: none"> • US GBC LEED Platinum Certified • TIA Rated 4 certification • ISO 20000-1 • ISO 27001 • ISO 22301 • SOC-1, SOC-2 [First 5 Pages] <p>Minimum configuration of Server for managed services</p> <p>The web server provided for the web hosting must be using web servers located in India through one of the top ten Web hosting service providers with high band width and high level security for the web hosting.</p> <p>Cloud Server must have following or better specifications</p> <ul style="list-style-type: none"> • 16 Core Intel(R) Xeon(R) CPU E5 or higher • Intel® Turbo Boost Technology • Intel® Hyper-Threading Technology • 25Mb Cache in each processor 			

		<ul style="list-style-type: none"> • Memory: 16 GB DDR4 RAM or higher • Hard Disk: 512 TB SSD Drive (Solid State Drive) • Operating System: Alma Linux • RAID: RAID • Control Panel: cPanel/WHM. • SSL Certificates: SSL for uok.ac.in • Spam Experts Spam Filter • 24/7 Support. <p>Port Speed: Dedicated bandwidth of 100MBPS/1 Gbps Hardware Firewall: Cisco ASA 5510 or higher 5 TB Remote Backup on reliable Cloud Storage with different service provider and Geo Location with Daily, Weekly and Monthly Copy. Total 10 copies all the time. 2 Static IP, 99.95% Uptime, Unlimited Domain and Email</p> <p>Other Responsibility Maintenance of Server, Security Scan, Port Blocking, DDos protection, 27x7x365 Days Support, Virus definition update, Periodic backups.</p> <p>Technical Support: Server Provider must have team of IT professional i.e. developers to resolve any issue 24x7 occurred with application, data or server.</p> <p>Special Terms and conditions All the services will be provided efficiently and all information related to security must be kept confidential.</p>			
2	SSL Certificate	EV SSL Certificate for 1 Year, (allocation, installation and monthly review.			
3	Website Maintenance.	<ol style="list-style-type: none"> 1) 24x7x 365 Days website updation by a qualified (MCA/M.Tech/B.Tech) Developer with experience of at least 5 years in this field. 2) Candidate must have experience in updation of University websites so he/she has the knowledge how universities work. (CV of staff to be submitted to Nodal Officer) 3) Direct number of developer and one senior person from firm must be provided. 4) Monthly website review must be done. 5) The firm has to work with coordination of Nodal Officer and make changes as per instructions. 			

	<p>6) The Firm has to send representative to resolve issues as and when required.</p> <p>7) VAPT for Website of University Website by Cert-In Empanelled Agency by Govt of India.</p> <ul style="list-style-type: none"> • Vulnerability Assessment • Penetration Testing • White Box Testing • Black Box Testing • Gray Box Testing • Issue of Certificate by Cert-In Empanelled Agency <p>8) Vulnerability assessment, debug and resolve issues, Retest all above until all the issues are resolved</p>			
Grand Total				
(in figures and words)				

Note:-All the items/services provided to a single agency or company only

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Signature of the Bidder with seal