<u>**TENDER NOTICE**</u>

Tender reference no.: SU/REG/Systems/F-2/19/2020/Vol-II/212   **Dated**: 12/06/2020

Tender Notice for dedicated web hosting service and SSL certifications for Sikkim University

Bids are invited by Sikkim University from eligible and authorized agencies for **dedicated web hosting service and SSL certifications for Sikkim University** as per the details given below:

Sl. No.	Item	Specifications
1	Hosting Service	Type of Hosting: Dedicated Hosting Server (located in India) with dedicated IP.
		Hosting Space: 100GB
		Monthly bandwidth (Total monthly quota for upload and download from the server): 500GB
		Bandwidth size to the hosting server (Maximum bandwidth available to access the server at any given point of time): Unlimited Bandwidth
		Dedicated I.P address of the hosting server.
		Price validity excluding taxes: 3 years
		Hosting Cycle: Annual. [Renewal subject to terms and conditions as prescribed in the Legal Contract cum Service Level Agreement (LCSLA) document which will be signed after the award of work]
		Security features to be available in the Hosting server including Firewall: (given below in points)
		I. Tier-III data centre built to highest security standards (ISO 20000, ISO 27001, and TIA 942), including multi-level physical security that ensures access to the infrastructure environment and the sensitive data residing within it is restricted to authorized persons only and is safe from damage and natural disaster.
		II. Redundant and dual-powered servers, storage, network links and other IT components to ensure 99.98% uptime.
		III. Protection against viruses, Trojans, worms and rootkits is done at the OS level of the Server.
		IV. Storage Area Network (SAN) technology for highly availability and fault-tolerant storage that minimizes the occurrence of data loss.
		V. State-of-the-art dual-layer firewalls configured in an active/active pair in the infrastructure and operated in routed mode.
		24 x 7 technical support.
		Auto weekly backup of contents. Link for safe download of backed up contents to be provided on a fortnightly basis.
		Complete confidentiality and security of data.
2	SSL certificates	Option 1: Wildcard SSL for various University domains. The SSL should support upto minimum 15 subdomains. Price validity for 3 years.
		Option 2: Multi Domain SSL for various University domains. The SSL should support upto minimum 15 domains. Price validity for 3 years.

<u>**Terms and Conditions**</u>

1. Sealed quotation should be submitted along with Covering Letter, Annexure I – Company Profile (with signed certified photocopies of relevant supporting documents) and Annexure II – Technical and Financial bid (signed and sealed in official letter head). The sealed envelope should be superscribed as "**Quotation for**

dedicated web hosting service and SSL certifications for Sikkim University.
Ref. No.: SU/REG/Systems/F-2/19/2018/Vol-II/212   dated: 12/06/2020"

2. The sealed quotations have to be submitted by: 03/07/2020 (05:30 P.M.)

3. An amount of Rs. 1000/- (non-refundable cost of downloaded tender form) in the form of NEFT and Earnest Money Deposit (EMD) of Rs. 2796/- (refundable) should be remitted in the form of NEFT of any Scheduled /Nationalised Bank favouring 'Sikkim University'.

   Bank account details for NEFT transaction is as follows:
   I.   Account Holder's Name: Sikkim University
   II.   Account No: 112010100231541
   III.   Account Type: Savings Account
   IV.   IFS CODE: UTIB0000112
   V.   Branch: Gangtok [SK]
   VI.   Bank Name: AXIS Bank

4. Bid should be strictly submitted as per the format given in Annexure I and Annexure II in the official letter head of the firm. Any alteration of the bid format will result in disqualification of the quotation.

5. Once the work is awarded to the selected vendor, the vendor should provide all support regarding transition and migration of existing contents, updating of DNS, MX record update for email configuration etc. for seamless execution of web and mail services with the required SSL certifications.

6. The rate should be quoted including all costs. No other extra charges will be entertained under any circumstances over and above the total cost quoted in the financial bid.

7. 24 x 7 Email and telephonic support should be provided for all forms of technical work and troubleshooting work related to the service.

8. Refund of EMD amount will be done on the written request of the participating bidder after the tendering process is completed.

9. Payment of services (hosting + SSL) will be made after the end of the service period on submission of invoices by the awarded vendor. All other financial matters of this tender (like Performance Guarantee amount, payment terms and conditions etc.) will be governed by the work order and LCSLA document.

10. All bidding documents should be sent to the University in a sealed format by registered or speed post at the below postal address on or before the last date mentioned above and should be addressed to:
Systems Management
Sikkim University, 6ᵗʰ Mile, Samdur, Tadong, Gangtok, Sikkim. Pin: 737102

   Note: An intimation email in the following format may be sent to smt@cus.ac.in once the sealed hardcopy of the tender document is dispatched –

   *"In response to Tender notice for **Dedicated web hosting service** and **SSL certifications for Sikkim University**. Ref. No.: SU/REG/Systems/F-2/19/2020/Vol-II/212 dated: 12/06/2020" we (Bidder's name) have dispatched our tender documents via: (Carrier service name) on (dispatch date). The tracking number for the dispatch is: (Tracking no)"*

11. Participating vendor should mandatorily contact Systems Management at 03592-251186/8597758338 (smt@cus.ac.in)and clarify all technical doubts before submitting the bids.

12. The Registrar, Sikkim University, has the power to reject any tender or all tender or extend the date of opening of tender without citing any reasons. Decision of The Registrar, Sikkim University will be final and binding to all tenderers.

13. Arbitration of all disputes related to the procurement, delivery and service of the goods would be done in the Gangtok jurisdiction, Sikkim.

Note: Annexure I and II both should be submitted in the official letter head of the firm. All pages of Annexure I and II has to be printed in official letter head and have to be duly signed and stamped by the authorized signatory.

Annexure-I

COMPANY PROFILE AND FEE DETAILS

Tender Notice for dedicated web hosting service and SSL certifications for Sikkim University

Tender reference no.: SU/REG/Systems/F-2/19/2020/Vol-II/212   dated: 12/06/2020

**Bidder's Ref. No……………………….
Date………………………**

FOLLOWING DETAILS ARE TO BE FURNISHED BY THE BIDDING FIRM

1. Name of the Firm:
2. Address of the Firm:
3. Contact no:
4. Email address:
5. Registration details:
6. Permanent Account Number:
7. GST details:
8. Bank Account details including Account Number, Bank name, Branch name & IFSC code:
9. Application fee details – Name of Bank: ……………………………… NEFT no. ………………………. Date: ……………………………… Amount: ………………………
10. EMD fee details – Name of Bank: ……………………………… NEFT no. …………………………… Date: …………………………………… Amount…………………………

Declaration:

I/We hereby declare that I/We have read & understood all the terms & conditions mentioned in the tender notice and I/We undertake myself/ourselves to abide by them.

I/We further, declare that all the information given above are true.

Name: **Designation:**

Signature: **[Official Seal]**

Place: **Date:**

Annexure II - TECHNICAL BID

in respect to

Tender Notice for dedicated web hosting service and SSL certifications for Sikkim University

Tender reference no.: SU/REG/Systems/F-2/19/2020/Vol-II/212   dated: 12/06/2020

Bidder's Ref. No…………………………………. Date ………………

FOLLOWING DETAILS ARE TO BE FURNISHED BY THE BIDDING FIRM

Table 1: Quoted Hosting service and SSL certificates details

Sl. No.	Item	Details required:
1	Hosting Service	**Name of hosting service provider:** **Location of hosting server:**
2	SSL certificates	**Name of SSL certifying company:** **Product name:**

Table 2: Quoted hosting service specifications and SSL certificates details for eligibility criteria fulfillment

Sl. No.	Item	Advertised Specifications (Product eligibility criteria) [A]	Please state in (Yes/No) whether your quoted product fulfills the respective advertised product eligibility criteria listed in column [A]	Please specify the quoted specification against each item specification respectively. Also please mention if the quoted specification is of higher/lower configuration than the advertised specification.
1	Hosting Service	Type of Hosting: Dedicated Hosting Server (located in India) with dedicated IP.		
		Hosting Space: 100GB		
		Monthly bandwidth (Total monthly quota for upload and download from the server): 500GB		

			Bandwidth size to the hosting server (Maximum bandwidth available to access the server at any given point of time): Unlimited Bandwidth		
			Dedicated I.P address of the hosting server.		
			Price validity excluding taxes: 3 years		
			Hosting Cycle: Annual. (Renewal subject to terms and conditions as prescribed in the Legal Contract cum Service Level Agreement (LCSLA) document which will be signed after the award of work)		
			Security features to be available in the Hosting server including Firewall: (given below in points)		
			I. Tier-III data centre built to highest security standards (ISO 20000, ISO 27001, and TIA 942), including multi-level physical security that ensures access to the infrastructure environment and the sensitive data residing within it is restricted to authorized persons only and is safe from damage and natural disaster.		
			II. Redundant and dual-powered servers, storage, network links and other IT components to ensure 99.98% uptime.		
			III. Protection against viruses, Trojans, worms and rootkits is done at the OS level of the Server.		
			IV. Storage Area Network (SAN) technology for highly availability and fault-tolerant storage that minimizes the occurrence of data loss.		
			V. State-of-the-art dual-layer firewalls configured in an active/active pair in the infrastructure and operated in routed mode.		
			24 x 7 technical support.		
			Auto weekly backup of contents. Link for safe download of backed up contents to be provided		

		on a fortnightly basis.		
		Complete confidentiality and security of data.		
2	SSL certificates	Option 1: Wildcard SSL for various University domains. The SSL should support upto minimum 15 subdomains. Price validity for 3 years.		
		Option 2: Multi Domain SSL for various University domains. The SSL should support upto minimum 15 domains. Price validity for 3 years.		
3		Did you clarify all technical doubts before submitting the bids?	YES / NO	

Declaration:

I/We hereby declare that I/We have read & understood all the terms & conditions mentioned in the tender notice and I/We undertake myself/ourselves to abide by them. I/We further, declare that all the information given above is true and the Financial bid format has been quoted in compliance to the item specifications listed above in Annexure II (Technical Bid Table 1 and 2 above)

Name: **Designation:**

Signature: **[Official Seal]**

Place: **Date:**

ANNEXURE II - FINANCIAL BID
in respect to
Tender Notice for dedicated web hosting service and SSL certifications for Sikkim University

Tender reference no.: SU/REG/Systems/F-2/19/2020/Vol-II/212   dated: 12/06/2020
Bidder's Ref. No……………………………………. Date………………

FOLLOWING DETAILS ARE TO BE FURNISHED BY THE BIDDING FIRM
TABLE 3: FINANCIAL BID FORMAT

Sl. No.	Item	Rate for 1 year of service (without taxes in Rs.) [A]	Applicable taxes (Type of taxes, rate of taxes and total tax amount in Rs.) [B]	Any Other Taxes/ Duties / Levies (Type of taxes, rate of taxes and total tax amount in Rs.) [C]	Total Amount (With Taxes) (in Rs.) D=[A]+[B]+[C]
1	Hosting Service [Advertised specifications as per Table 2 Column A]				
2	SSL Certification Option 1: Wildcard SSL for various University domains. [Advertised specifications as per Table 2 Column A]				
	SSL Certification Option 2: Multi Domain SSL for various University domains. [Advertised specifications as per Table 2 Column A]				

Note: The price quoted in column [A] should have a validity for 3 years excluding taxes.
Declaration:
I/We hereby declare that I/We have read & understood all the terms & conditions mentioned in the Limited Tender Notice and I/We undertake myself/ourselves to abide by them. I/We further, declare that all the information given above are true and the quoted products in Annexure II (Financial Bid Table 2) are in compliance to the item specifications listed above in Annexure II (Technical Bid Table 1)
Name: **Designation:**

Signature: **[Official Seal]**

Place: **Date:**