विकास विभाग

पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Pt. Ravishankar Shukla University, Raipur (C.G.)

No. 320/Dev/2022   Date 06/06 /2022

Tender For

Website Hosting

Pt Ravishankar Shukla University, a leading State Government University), invites Tender for **"Website Hosting (Domain www.prsu.ac.in and its Sub Domain)** from Audited Cloud Service Provider/ authorised partner/Franchise, Empanelled by Ministry of Electronics and Information Technology, Govt. of India. Tender must be submitted on or before 04:00 PM dated 07-07-2022.The Tender details are available on website www.prsu.ac.in Tender must reach by Registered Post or Speed Post.

Registrar

विकास विभाग

पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Pt. Ravishankar Shukla University

Amanaka, G.E.Road, Raipur (C.G.) 492010

Tender Document for
Website Hosting Services
(Domain www.prsu.ac.in and its Sub Domain)

Tender No. : 320/Dev/2022 Date 06/06/2022
TO BE SUBMITTED BY : - on or before 07.07.2022 (04:00 PM.)

Sr. No.	Item	Description
1.	Scope of Work	**Website Hosting Services** **(Domain www.prsu.ac.in and its Sub Domain)** **(Details given)**
2.	Cost of Tender Documents	Rs. 1000.00/-(non-refundable) by Demand draft in favor of Registrar, Pt. Ravishankar Shukla University, Raipur. Downloaded Tender documents must enclose Demand draft of the cost of Tender Document.
3.	EMD	Rs. 25,000/- by Demand draft in favor of Registrar, Pt. Ravishankar Shukla University, Raipur
4.	Sale of bid documents	Date 07.06.2022 to 05.07.2022 (Between 11.00 AM to 04.00 PM), Registrar Office, Pt. Ravishankar Shukla University, Raipur (C.G.) or can be downloaded from www.prsu.ac.in
5.	Last date of submission of bid	07.07.2022 (Up to 4:00 PM)
6.	Place of opening of bids	VC Meeting Hall, Pt. Ravishankar Shukla University, Raipur (C.G.)
7.	Date and Time of opening of bids	08.07.2022, 03:00 PM
8.	Address for communication	Registrar, Pt. Ravishankar Shukla University, Raipur (C.G.) Ph : 0771-2262540,Fax 0771-2262818 Email: registrarprsu@gmail.com

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रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)
Contents

1. Invitation of Tender for Web Hosting Services

Pt. Ravishankar Shukla University (PRSU) is a leading and oldest State Govt. university of Chhattisgarh. The University has a sprawling campus in the western part of the capital of Chhattisgarh, Raipur. The campus of University is spread in 300.17 acres of land. There are Twenty-Nine teaching departments in the University.

PRSU is running following programmes i.e.

- **Ph. D Programme**
- **Post-Graduate Programme**
- **Under-Graduate Programme**
- **Post Graduate Diploma Programme**
- **Diploma Programme**
- **Short Term Certificate Programmes**

Pt. Ravishankar Shukla University (PRSU), invites Tender for **"Website Hosting (Domain www.prsu.ac.in and its Sub Domain)** from Audited Cloud Service Provider/Their authorised partner, Empanelled by Ministry of Electronics and Information Technology, Govt. of India.

1.1. Submission of Tender : Service Provider which are going to submit Tender, may visit University website www.prsu.ac.in for downloading full document detailing the guidelines for tender including details of Scope of work and the desired prerequisites. The tender must be submitted in the prescribed format along with all supporting documents in compliance with the requirements of tender. Service Provider can download the tender documents from the university website and the tender (complete in all respect) must be submitted on or before *04:00 PM dated 07-07-2022.* sealed envelope duly super scribed as Tender for "WebSite Hositing Tender" to Pt. Ravishankar Shukla University, Raipur (C.G.) either by registered post or speed post addressed to the Registrar, Pt. Ravishankar Shukla University, Raipur, Chhattisgarh. The PRSU reserves the right to accept or reject any or all the tenders at any stage of the process or any of the terms of this document (partially or completely) without assigning any reason, no correspondence in this regard shall be entertained.

2. Pre Qualification Criteria /Technical Bid

S.No.	Description	Attached Certificate (Yes/No)
1	Cost of Tender Documents: Rs. 1000.00(non-refundable) by Demand draft in favor of Registrar, Pt.Ravishankar Shukla University, Raipur. Downloaded Tender documents must enclose Demand draft of the cost of Tender Document	
2	EMD Rs. 25,000/- by Demand draft in favor of Registrar, Pt. Ravishankar Shukla University, Raipur	
3	Agencies/Firms must be Audited Cloud Service Provider, Empanelled by Ministry of Electronics and Information Technology, Govt. of India or their partner/Franchise. Certificate to be submitted	
4	Service Tax Registration Number/GST Number	
5	TIN/TAN number	
6	The Agency/Firm should have minimum of 3 years of Experience in Hosting of Websites of Reputed organizations.	
7	The Agency/Firm (Bidder) should have a Turnover of more than 50 Lakhs on incremental basis in each year over the last Three Years. Copies of Company Balance Sheet, certified by the Chartered Accountant to be submitted.	
	Y1 (2021-22) Rs.	
	Y2 (2020-21) Rs.	
	Y3 (2019-20) Rs.	
8	Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices	
9	The The Agency/Firm (Service Provider) should have 3 or more data centers in India and registered office at Raipur of partner/Franchise.	
10	The Agency/Firm should submit a technical capability document describing the relevant facilities and resources available with them along with a list of technically qualified and certified engineers for Web Hosting	
11	Certificate of Cloud Service Engineers as per requirement of this Tender/ Satisfactory work done certificate of last project.	
12	Kindly Attach duly signed tender documents and document for the evidence, failing which the technical bid will not be considered.	

3. Response From - I (To be Submitted)

Sr. No.	Description	Details to be filled
1	Name of the Company	
2	Official address of Firm/Organization	
3	Phone No./Fax No.	
4	Mobile No.	
5	Email Id	
6	i. Corporate Headquarters Address ii. Mobile No. iii. Phone No. and Fax No. iv. Email Id	
7	i. Name of the contact person ii. E-mail of the contact person iii. Mobile No. iv. Phone No. and Fax No.	
8	Website Address of the firm/Organization	
9	Details of Company's Registration (Please enclose attested copies)	
10	Name of Registration Authority	
11	Registration Number and Year of Registration	
12	Company registered for the Product / Service with validity period	
13	GST registration No.	
14	Service Tax Registration No.	
15	Permanent Account Number (PAN) of the company	
16	Whether the company complies with the legal Requirement under the Contract Labour (Regulation and Abolition) Act and	
17	Name of the Authorized Signatory, who is authorized to respond to the EoI	
18	List of documents attached with their Page Number	

4. Response Form - II (To be Submitted)

No	Items	Number of Assignments during last 5 years	Order Value of each assignment in Lakhs of Rs. (Enclose copy of each order)	Mention the name of Client/ Organization (Enclosed completion certificates	
	Experience in Related Fields				
	Overview of the past experience of the Organization in all aspects				
1	Experience of assignments of similar nature				
2	Experience in carrying out similar assignments in Government				
3	Experience in carrying out Similar assignments in Public/Private sector.				

5. Response Form - III (To be Submitted)

S. No	Name	Designation	Qualification	Relevant Experience

6. Competencies

- Past Experience in Hosting and maintaining very professionally and exceptionally creative websites.
- Excellent I.T. skills and project management skills.
- Capacity to provide Additional Servers, Maintenance Support, meets deadlines and performs well under pressure.
- Ability to respond quickly to the maintenance requirements in the post commissioning phase.
- Awareness on the latest smart technologies for website hosting and development.
- Ability to regularly maintain, update the developed website if required.
- Experience in handling the traffic of the website if increased exponentially, due to bulk access by Students for registration/ Admission/examination Form/Results.
- Hosting provider shall be in a minimum Tier 3 Data Center within india

7. Essential knowledge and experience

- Good information technology skills, with previous experience of website hosting, maintenance and management.
- Knowledge of the mandate and work of a government department website would be desirable.

8. Basic Deliverables

The bidder (Service Provider) has to provide the following services /items with specifications given as:

Sr. No.	Components		
	There should be fully managed dedicated server. Server Hardening, Intrusion Prevention, SSL certificate provision, Site Migration, Load Balancing, http/2 Server Configuration , MySQL/Database Configuration, 24x7/365 Hours uptime with fully managed support		
	Cloud Server - Intel Xeon,12 core or more, 64GB RAM, RAID Level 5 with usable space of 2 TB, Windows / LINUX 64bit Server edition, Fire Wall Protected Server		
	Web Mail Services Domain www.prsu.ac.in migration		

- Bidder should be capable of providing more Physical Servers and VMs within a short notice of time (within a week).
- The bidder has to provide the latest version of an efficient and swift Processor, of a reputed company.
- The data transfer must be unmetered.

- The bidder has to provide multiple DDoS Protection and Mitigation and also provide SSA/SSL type security.
- The bidder has to provide 100Mbps bandwidth and 1 Gbps Network Uplink and capable to increase whenever required.
- The bidder has to Provide Control panel / Web host manager to PRSU.
- The bidder has to provide the Technical Manual including Data Backup/ Archival Process.
- The bidder has to provide Prompt and Efficient Web Hosting Services for a period of one year, extendable thereafter on mutually agreed terms.
- The Web hosting/server applications and database(s) shall be made available as per the requirement of the website developer.
- Email services for PRSU domain www.prsu.ac.in to be

9. Scope of the Work & Technical Specifications

Scope of Work and the Technical Specifications is as under:

Functional Requirements

WEB HOSTING
It is the responsibility of the Service 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 (bidder). The Service provider should support PRSU for Installation/Configuration of Website/application and migration of data from the existing service provider.

I. Server Preference

1) Web Servers should be preferably WINDOWS or Linux OS 64 Bit.

2) RAM should be 64 GB and 2 TB of HDD for Cloud Servers with provision for enhancement whenever required.

3) The hosting agency has to provide dedicated Fully Managed and Secured Servers, Hardening, Intrusion Prevention, SSL certificate provision, Site Migration, Load Balancing, http/2 Server Configuration, MySQL/Database Configuration, 24x7x365 Hours uptime with fully managed support. The hardware equipment should be owned and maintained by the hosting service provider itself. All the system administration services also provide along with it.

4) Proposed Web/System administration services are as follows:
   - Operating System Management
   - Database Management /Replication
   - Web Server Management
   - Backup Management
   - Security Management
   - DNS Management
   - Installation of Firewall and It's Maintenance
   - DDoS
   - Vulnerability Assessment /Penetration Testing of all Server(s)
   - Proactive Maintenance Services
   - Data Migration, if required.

- Installation of SSL certificate and Digital Signature Certificate whenever required.
- Hosting provider shall be in a minimum Tier 3 Data Center within india.
- Web Mail Services of Domian www.prsu.ac.in
- Various Payment Gateway Support
- Any other service which may be required by PRSU in future

Reports Required

Sr. No.	Report Name	Report Type	Frequency
1	Back up and Restore	Report	Weekly
2	Critical Incident Report	Report/MIS	Monthly
3	Server Utilization and Uptime Report	Report/MIS	Weekly & Monthly
4	Network performance monitoring Report	Report/MIS	Weekly & Monthly
5	Incidents and resolution Report	Report/MIS	Daily & Monthly
6	Storage Infrastructure checklist, Uptime and Performance Report	Report	Daily & Monthly

5) The Web Hosting Service Provider should also ensure timely deployment of all latest update /upgrades of patches /versions / releases for all software / system software released by the developers.

II. Domain Name

The Hosting service provider should take care of all the activities of mapping the domain names as per the requirement of PRSU.

III. Backup

The Web Hosting Service Provider should provide 24x7x365 days uninterrupted service and should ensure that backup 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. They have also to ensure that the website should map to dedicated Disaster Recovery System / Server(s) at offsite.

IV. Traffic Volume & Bandwidth

Web Hosting Service Provider should not impose any traffic volume restrictions. Adequate bandwidth should be provided by the Web Service Hosting Provider. The service provider should increase the bandwidth as the condition may arise. Approximate bandwidth required is 100 Mbps with 1 bps Network Uplink.

V. E-mail Functions

The Web Hosting Service Provider should provide all necessary support with regard to the installation and maintenance of active email services as required for the application developer / PRSU. i.e. Mail Transfer Protocol to be made available whenever required. Apart from group email service, the bidder has to provide email services for the domain name www.prsu.ac.in also.

VI. Database Access

The Database preferred is MySQL, MSSQL, PostgreSQL, MariaDB etc. The Web Hosting Service Provider should provide database access to the Web Portal. All the data like Master, Transaction, server logs and Audit data should be stored in the database. If any change in the Database has to be provided as per the requirement of the Website developer.

VII. Disk Space

The service provider should provide the initial disk space as SSD/SATA HDD Raid Level 5 type Controller with a usable storage space above 1TB for Database and latest technology. The Service Provider should be able to provide additional disk space as and when the need arises.

VIII. Control Panels

The preferred control panel is cPanel / Web Host Manager. The Web Hosting Service Provider has to provide all the possible operations including any updates to the application, analysis of logs through the control panels. The modules required in the control panels are Access to server logs, Details of available and used web space and bandwidth, Email account configuration, Maintaining File Transfer Protocol users' accounts, managing database, Visitor statistics using web log analysis software and Web based file manager.

IX. Uptime Guarantee

The Web Hosting Service Provider has to ensure that the Uptime for the application availability is at least 99.5% 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 without any delay.

X. Security

Hosting Provider should ensure various levels of securities against the vulnerabilities, such as Physical Level (Authorization, Authentication, CCTV, Biometric access etc), Logical Level (Firewalls, Intrusion Detection, Anti-virus, etc) and Data Level (Encryption, Recovery etc.). It is also ensure that the National Web Portal Comprehensive security solution should be incorporated to avoid hacking and threats. Hosting Provider should ensure load balancing and also implement WAF (Web Application Firewall) and DDoS prevention solution. They should have an arrangement to stop/protect DDoS attacks.

10. Criteria for Evaluation

The evaluation process consists of 2 stages. Only those firm/bidder/ companies that have passed the technical evaluation stage, after that Financial Bid will be opened.

Criteria for evaluation of Technical and Financial Bids:

1) Background and Registration of organization (date of start, various types of IT related tasks performed in past other than web development)
2) Proven practical experience with all stages of Installation of Web Hosting Servers, Database Servers, Email Servers, Developing Website, Web-technology skills, with previous experience of website management, editing, hosting. (Work-order, Agreements, SLA)
3) Past experience of maintaining websites (AMC document agreement, bill of payments etc.)
4) Registered in Central/State Govt. Organizations/bodies. (Documents of empanelment with them)
5) Average income tax paid in last 3 years (on basis of attached ITR document of three years)
6) Average Turnover for the last 3 years (on basis of CA's certified document of three years)

The above items shall be verified on the basis of the documents submitted by the bidder and the presentation given by the bidder. The day and time for presentation shall be intimated to the bidder by PRSU. The successful bidder, has to score above 70% in the technical evaluation, shall be allowed to submit the financial bid. The decision of committee to provide score shall be final and binding to accept forbidders.

11. Instructions to the Bidder:

Tender Type: Single Stage Two Bid System (Two Envelope System) shall be followed by PRSU to determine the successful bidder. The agency/firm (bidder) should bifurcate their bids in two separate envelops, (with appropriate superscriptions), and submit the same in one sealed envelope as indicated below:

1) **Envelope I**: The First Envelop, called the Technical Bid, should contain the DD towards EMD, the Eligibility/ Technical Details, Xerox copies of documents sought in the tender, Technical quality, Performance Aspects and Commercial Terms and Conditions (except Price and relevant financial details).
2) **Envelope II**: In the Second Envelop, called the Financial Bid, the bidder should submit their Price Quotation along with other Financial details.
3) **Master Envelope**: Envelopes I and II should be sealed separately and shall be put inside an outer cover and superscribed as "Tender for Web Hosting Services". The tenders must be addressed to the Registrar, Pt. Ravishankar Shukla University, Amanaka, G.E., Road, Raipur (C.G.) – 492010 (Submission date upto 07/07/2022, 04:00 PM)
4) Technical Bids shall be scrutinised and evaluated by PRSU's Technical Evaluation Committee with reference to the parameters prescribed in the tender documents, and responsive, eligible and technically compliant bidders shall be decided.
5) Unsigned or unstamped offers shall not be accepted.
6) The bidder shall attach the copy of the Authorization Letter / Power of Attorney as the proof of authorization for signing on behalf of Bidder.
7) Financial Bid documents should also include rates quoted for Web Hosting Services (including Manpower cost, Printing, Transportation, maintenance, etc.), on Annual basis, and should be exclusive of GST and other applicable taxes.
8) Rates should be quoted strictly as per given format.
9) Any Bid received by PRSU after the last date of submission of Bids shall be summarily rejected.

10) PRSU shall not be responsible for any postal delay or non-receipt non-delivery / incomplete Bid documents. No further correspondence on this will be entertained.

11) The comparison shall be of total price of the services offered inclusive of all taxes.

12. Contract Duration

1) The Contract will be initially for a period for one Year from award of contract/signing of agreement on the terms & conditions of Contract .Contract is extendable thereafter on mutually agreed terms. The rates of services shall be fixed for a period of three years during the period of contract/signing of agreement. PRSU reserves the right to curtail or extend the validity of contract based on performance as per contract., extendable thereafter on mutually agreed terms.

Language of Bid & Correspondence:

2) The Bid will be submitted by the Bidder in English language only.

3) All the documents relating to the Bid (including brochures) supplied by the bidder should also be in English. The correspondence between the Bidder & PRSU will be in English language only.

13. Earnest Money Deposit

1) All Bids must be accompanied by Earnest Money for an amount of Rs. 25,000/- Rupees Twenty Five Thousand only) in the form of Demand Draft issued by any Nationalized Indian Bank, drawn in favour of Registrar, Pt. Ravishankar Shukla University, Raipur (C.G.) payable at Raipur (C.G.)

2) EMD of Unsuccessful bidders shall be returned without any interest only after finalization of selection and the signature on Service Level Agreement (SLA)/ contract with PRSU.

3) Successful bidder's EMD will be released after the agency signs the Service Level Contract (SLA) /Agreement and submits a Performance Bank Guarantee (PBG) equal to 10% of the Contract Value.

4) The EMD will be forfeited if the successful bidder withdraws the bid during the period of bid validity or does not accept the correction of errors. If the successful bidder fails to sign the Contract/Agreement within the time stipulated, the PRSU will adopt measures relating to unfair practices.

5) No interest is payable on the EMD.

14. Terms and Conditions of Payment:

1) The first payment will be made within two weeks from the date of satisfactory completion of job (migration of PRSU website/data over cloud) and receipt of Invoice. The further payment shall be made on submission of the bills on quarterly basis. The bill submitted by the Firm/Company/Service Provider should be duly certified by the Authorised official of PRSU. No advance payment will be made. Payment shall be made only to the basis on actual consumption of services, duly supported with the requisite details of services.

2) All invoices will be paid on actual usage, Invoice (i.e. Tax invoice as per Service Tax rules clearly indicating Tax registration number, Service Classification, rate and amount of Tax shown separately, GST etc.).

3) The agency will submit a bill, in the name of Registrar, Pt. Ravishankar Shukla University , Raipur

4) No claim for interest will be entertained by the Institute in respect of any payment/deport which will be held with the Institute due to dispute between the Institute & Contractor or due to Administrative delay for the reasons beyond the control of the Institute.

5) All Taxes per applicable rules time to time will be deducted at applicable rates from all payments made by PRSU.

6) The payment is mandatory through NEFT/RTGS only.

15.General Instructions

1) The firm must be registered with Offices / institutions of the Govt. of India/ State Governments.

2) The bidder should be having PAN, TAN/TIN, GST (whichever applicable) and Registered for Service Tax.

3) Financial Bid documents should also include rates quoted for Web Hosting Services (including Manpower cost, Printing, Transportation, maintenance, etc.), on Annual basis, and should be exclusive of GST and other applicable taxes.

4) The rates quoted in the Financial Bid will be final and no deviation / escalation will be allowed.

5) Payment shall be made after the end of each Quarter, only after satisfactory services are rendered to PRSU.

6) Reimbursement of charges, if any shall be considered only after successful completion of the assignment.

7) All information, document, photos and data coming in the possession of firm, as a result of the execution of the job shall remain the property of PRSU.

8) The firm has to complete the job assigned within the joint agreement duration and if the job is not completed within the stipulated time, a penalty @ 10% of the cost of the uncompleted job for each day will be imposed on the firm.

9) PRSU will have no liability regarding transportation, boarding and lodging of firm/bidder and their staff.

10) Under no circumstances the firm shall not appoint any subcontractor or sub lease the contract. If violated the conditions, the contact with the firm will be terminated.

11) The rate quoted once will remain firm for that particular dealing. Any Conditions of the firm sent along with proposal if any, shall not binding on PRSU.

12) It is not binding on PRSU to accept the lowest of the bid.

13) TDS as applicable on date will be deducted from firm actual bill submitted for payment.

14) Conditional offer submitted by firm/bidder or offers submitted by fax/email will not be accepted.

15) The PRSU reserves the right to accept or reject any or all Bids without assigning any reason thereof.

16) The Service Provider will have to enter into a written Agreement with PRSU within 15 days of intimation of acceptance of approved rates.

16.Disqualification

PRSU reserves the right to reject the Bids in the following cases:

1) Bids received after due date and time.
2) Bids not accompanied by all requisite documents along with Earnest Money Deposit (EMD) in the form of Demand Draft/Banker's Cheque.
3) If the hard copy of Bids is not signed by the Authorized Signatory of the agency.
4) If the bidder submits the Bids specifying his own terms and conditions.
5) If information submitted in Bids is found to be misrepresented, incorrect or false.
6) Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract even after the date of notice of award of contract or within such extended period, as may be, the selection may be rejected.
7) Bidders may specifically note that while evaluating the Bids, if it comes to PRSU knowledge, expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of Bids, then the bidders so involved are liable to be disqualified.

17. Jurisdiction

1) All differences and disputes arising out of or in connection with the Agreement shall be settled by mutual discussions and negotiations.
2) If such disputes and differences cannot be settled and resolved by discussions and negotiations, then the same shall be referred to the Hon'ble Vice Chancellor/Registrar of PRSU whose decision shall be final and binding on both the parties.
3) Judicial jurisdiction shall within Raipur, Chhattisgarh only.

18.Financial Bid Form
(To be placed in a separate Sealed Envelope and Marked as 'Financial Bid')

To: Registrar,
   Pt. Ravishankar Shukla University, Raipur (C.G.)

Sub: Financial Bid - Tender for Web Hosting Services
Bidder Name _____
Bidder Address _____

_____

I/We on behalf of M/s. .... submit the Financial Bid for Web Hosting Services to PRSU as per the Scope of work given in this tender document in accordance with the terms and conditions and shall be bound by the stipulation made by PRSU in the bid.

Sr. No.	Components	Period(s)	Total Amount Charges in Rs.
1	There should be fully managed dedicated and secured cloud server. Server Hardening, Intrusion Prevention, SSL certificate provision, Site Migration, Load Balancing, http/2 Server Configuration , MySQL/Database Configuration, 24x7x365 Hours uptime with fully managed support Cloud Server - Intel Xeon - E, 4.5 GHz, 12core or more, 64GB RAM, RAID Level 5 with usable space of 2 TB, Windows / LINUX 64bit Server edition, Fully managed Physical / Virtual Firewall Protected Server	One Year	
2	Web Mail Services/Migration Domain www.prsu.ac.in	One Year	
	Total (In Figures, including GST /Applicable Taxes)		

(Signature with Seal of Firm)

Name of the Bidder : _____
Company Name : _____
(With Full Address) : _____
Date : _____
Place : _____