केन्द्रीय माध्यमिक शिक्षा बोर्ड

(मानव संसाधन विकास मंत्रालय, भारत सरकार, के अधीन एक स्वायत्त संगठन)

शिक्षा सदन, 17, इन्सटिट्यूशनल क्षेत्र, राउज एवेन्यु, दिल्ली-110002.

CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organization under the Union Ministry of Human Resource Development, Govt. of India)
"Shiksha Sadan", 17, Institutional Area, Rouse Avenue, Delhi-110002

No.CBSE/RO(T)/Hosting/2014/   **Dated: 28-Apr-2014**

    Sub : BID FOR HOSTING OF CBSE APPLICATIONS – **reg.**

    CBSE has hosting requirements for various applications. The hosting requirements vary throughout the year.

    The CBSE plans to hire a server hosting service provider. The technical details and experience in the field of server hosting as per Annexure–II along with EMD of Rs.22,000/-(in the form of A/c payee Demand Draft, Fixed Deposit Receipt, Banker's cheque or Bank Guarantee) favouring "Secretary, CBSE, Delhi" and rates as per Annexure–III may please be furnished, duly sealed separately in two different envelopes superscribing "Technical Details" and "BID FOR HOSTING OF CBSE APPLICATIONS" respectively and both these envelopes be sealed in one envelope superscribing "BID FOR HOSTING OF CBSE APPLICATIONS".

    Pre-bid conference will be held on 06 May 2014 at 3 PM in Shiksha Sadan, 17, Institutional Area, Rouse Avenue Delhi 110002

    The quotation should be completed in all respects and be clearly mentioned that all the terms and conditions as per Annexure–I are acceptable. The quotation(s) received without earnest money or in an incomplete manner in any respect will suo motto be rejected. The tender should be placed in the Tender Box kept at ground floor near security guard counter, CBSE, 17, Rouse Avenue, New Delhi on or before 27-May-2014 up to 10.00 AM.

                                         Yours faithfully,

                                         (Navin Maini)
                                  Research Officer (Tech.)

Encl as above

Sealing and Marking of Bids

The Bidder shall submit the Bid in the format specified in the Tender and seal it in an envelope and mark the envelope as "BID FOR HOSTING OF CBSE APPLICATIONS"

1. The documents accompanying the Bid shall be placed in a separate envelope and marked as "Technical Details". The documents shall include:
   a) Bid Security & Cost of Tender Document;
   b) Supporting documents; and
2. The Bidder shall submit the financial Bid in the format specified at Annexure III, and seal it in an envelope and mark the envelope as "FINANCIAL BID FOR HOSTING OF CBSE APPLICATIONS"
3. The envelope specified in s.no.1 above and another envelope for S.No.2 shall be placed in an outer envelope, which shall be sealed. Each of the three envelopes shall clearly bear the following identification: "BID FOR HOSTING OF CBSE APPLICATIONS" and shall clearly indicate the name and address of the Bidder. In addition, the Bid Due Date should be indicated on the right hand top corner of each of the envelopes.
4. Each of the envelopes shall be addressed to so as to reach latest by 27-May-2014 by 10.00 am:

   Mr Navin Maini
   Research Officer (Tech.)
   Central Board of Secondary Education
   Shiksha Sadan 17 Rouse Avenue Delhi 110002

   • If the envelopes are not sealed and marked as instructed above, the Board assumes no responsibility for the misplacement or premature opening of the contents of the Bid submitted.

   • While TENDERs are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means CBSE's personnel or representatives, on matters relating to the TENDERs under study. CBSE, New Delhi if necessary will obtain clarification on TENDERs by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. The bidder will not be permitted to change the substance of his offer after the TENDERs have been received in CBSE, New Delhi. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present TENDER and the bidder may be liable to be debarred from bidding for CBSE, New Delhi TENDERs in future for a period of two years. CBSE, New Delhi reserves all rights to cancel the TENDER without assigning any reason thereof.

   • Govt. Levies like service tax shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price, Service Tax etc.

   • The proposal should be submitted in English Language and prices quoted in INR.

   • Bidder shall sign all pages of TENDER.

   • In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.

   • Any attempt to influence directly or indirectly on the part of the TENDER with the authority to whom he has submitted the TENDER or authority who is competent finally to accept it after he has submitted his TENDER or any endeavour to secure any interest for an actual or prospective bidder or to influence by any means the acceptance of a particular TENDER will render the TENDER liable to be excluded from consideration.

- The bidder should have an office in the Delhi state/ NCR and at other places with offices across India manned with their own qualified professionals.

- The bidder should have the data center in India preferably in Delhi state/ NCR and at other places with offices across India manned with their own qualified professionals.

The Technical Evaluation Committee will examine all of the technical pre-requisites for the conduct of the services. Each Bidder will be awarded a Technical Score (TS) out of 100 points by the Committee based on the parameter given in the table below. The bidders are required to submit documents to establish their capability.

S.NO.	CRITERIA	Marks
1.	Proposed solution.	30
2.	Financial capability information	15
3.	Details of similar works under execution or awarded during last 3 years	15
4.	Details of Technical manpower to be employed for this project work (Name, Qualification, Total Experience Years)	10
5.	Hardware and Infrastructural availability for the work.	10
6.	ISO 27001 Equivalent/Higher certification.	20

Financial bid of only those bidders who get more than 70% marks in the table above will be opened on 30-May-2014 at 3.00 PM in presence of any bidders who may wish to be present.
Technically qualified bidder quoting the lowest total unit price as per Annexure III will be awarded the contract.

Terms and Conditions

a) On site, on phone, email, chatting support is included

b) Scheduled preventive maintenance once in every month. Initial set up will require vendor's personnel to be involved fulltime.

c) Unscheduled, on-call corrective and remedial maintenance service on 24 X 7 basis.

d) Standard force majeure conditions shall apply.

e) Complaints shall be attended to on the same day. Replacement and/or repair of the hardware equipment shall be carried out within 24 hours of registering the complaints. It is the whole & sole responsibility of the firm to arrange the part, repairs/replacement of equipment & stand-by device failing which the earnest money to the firm will be forfeited.

f) The firm agrees to maintain the equipments specified in this Agreement in accordance with terms and conditions mentioned above.

g) The rates should be quoted without Taxes and Taxes should be quoted extra.

h) It should be clearly understood that CBSE can call the Engineers on holidays also.

i) The Professor & Director (ART&I), CBSE reserves the right to accept or reject any or all the tender without assigning any reason.

j) The jurisdiction in legal matter will be Delhi/New Delhi.

k) The term of the contract will be 1 year extendable up to 5 years based on satisfactory performance in yearly performance review by CBSE. The rates will be valid for 5 years and 3 months.

l) An agreement on Non-Judicial Stamp Paper is to be signed which will have the details of service levels required from the selected vendor.

m) Material will be delivered and installed within 7 days from date of issuance of the order. Otherwise tender will be cancelled/Payment may be deducted/EMD may be forfeited.

n) Payment terms: 90% advance, 10% on completion of 1 year

o) The cost of tender document Rs 2000/- should be submitted as a DD along with the tender.

p) The vendor should have turnover of at least 2 Crore and documentation (balance sheet etc.) to support.

q) The vendor should have at least 1000 servers under management

r) The data center should be at least tier 3 data center with multiple internet ISP providers and multiple power backup lines as per the following definition.

Tier Level	Requirements
1	• Single non-redundant distribution path serving the IT equipment • Non-redundant capacity components • Basic site infrastructure with expected availability of 99.671%
2	• Meets or exceeds all Tier 1 requirements • Redundant site infrastructure capacity components with expected availability of 99.741%
3	• Meets or exceeds all Tier 2 requirements • Multiple independent distribution paths serving the IT equipment

s) DR site with 2 Web servers, 1 DB Server and 50% of monthly bandwidth given in point v) (Table of Requirements) is also required. The setup of DR site will be done by selected vendor.

t) The actual requirement at different times will be different the table shown below shows only indicative requirements. Therefore CBSE is asking for unit cost of the material required. The Professor & Director (ART&I) may vary the quantity of material required. However for L1 calculation the table below will be used.

u) In case of hiring the servers for part of a month, the payment will be done on pro rata basis. The standard month will be taken as 30 days in this case.

v) Table of Requirements

Monthly Requirement	Jan	Feb	Mar 1st Half	Mar 2nd Half	Apr 1st Half	Apr 2nd Half	May	Jun	Jul	Aug	Sep 1st half	Sep 2nd half	Oct	Nov	Dec
Web Server - vCPU-Quad Core*1, vRam-16 GB, vStorage-600 GB, LAN-DMZ and Local, Windows Standard 2008 R2	8	8	8	8	8	4	2	2	2	8	8	8	8	12	12
DB Server – vCPU-Quad Core*4, vRam-32GB, vStorage-70 GB, LAN-Local, Windows Standard 2008 R2, SQL 2008 Standard.	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
On the same LAN as above servers: i5, 500 GB HDD, 4GB RAM, Windows 7 Professional, Office 10 STD/SQL 2008 R2 Desktop Version		18	18							18	18				
Dedicated Internet Bandwidth MBps minimum	20	20	20	20	20	10	4	4	4	20	20	20	20	20	20

1. Assuming adequate data centre infrastructure , Backup and data center security available on site
2. Disaster Recovery (DR) 50% of DC configuration given above

3   Use Virtual Environment to add and remove the servers
4   Firewall (HA)
5   NLB-Software Based Network Load Balancing

CENTRAL BOARD OF SECONDARY EDUCATION
SHIKSHA KENDRA, 2, COMMUNITY CENTRE,
PREET VIHAR, DELHI-110 310

(To be sealed separately along with the DD for Earnest money)

1. ABOUT THE FIRM :

    (a) Name & Profile of the firm

    (b) Activities of the organisation

    (c) Man power profile of the firm

    (d) References from customers where similar work is being done.

    (e) Turn over for the period   :   2012-2013
                                                    2013-2014

2.   Technical Solution: Details of the services. Please use additional pages as necessary.

3.   Documentary evidence of the following:

    (i)   Length of Experience
    (ii)   Financial Statements of the firm for the last 02 years
    (iii)   Similar work done for government ministries/educational boards
    (iv)   Technical and Administrative manpower available for the work.

                                            Authorised Signatory
                            (with full name, designation and stamp)

                        Mobile No.:_____

                        Phone No.:_____

1.   My company has more than 1000 under its management. The CBSE data center will be located in India

2.   All Equipment has to be from leading manufacturer brands.

Equipment/Service	Unit	Unit Cost
Web Server - vCPU-Quad Core*1, vRam-16 GB, vStorage-600 GB, LAN-DMZ and Local, Windows Standard 2008 R2	1 server per month	
DB Server – vCPU-Quad Core*4, vRam-32GB, vStorage-70 GB, LAN- Local, Windows Standard 2008 R2, SQL 2008 Standard.	1 server per month	
On the same LAN as above servers: i5, 500 GB HDD, 4GB RAM, Windows 7 Professional, Office 10 STD/SQL 2008 R2 Desktop Version	1 machine per month	
Dedicated Internet Bandwidth MBps	1 mbps per month	

Total Quote As per Annexure - I line v) Table of Requirements : _____

Terms & Conditions as per Annexure – I, are accepted.

Authorised Signatory

(with full name, designation and stamp)

Mobile No.:_____

Phone No.:_____