

NATIONAL BOARD OF EXAMINATIONS

Ministry of Health & Family Welfare, Govt. of India
NAMS Building, Ansari Nagar,
New Delhi – 110029

No. : NBE/Admin/IT/Tender/Web H/2018

dated 29/06/ 2018

Invitation for Limited Bids for Web Hosting Services

The National Board of Examinations (NBE) is an autonomous body of Ministry of Health and Family Welfare (MOHFW), Govt. of India, entrusted with the task of conducting uniform and high standard exams at Postgraduate level in the field of Modern Medicine. All entrance tests for admission to Medical courses, with the exception of NEET (UG) are being conducted by the NBE. Additionally, the NBE conducts three-year Post Graduation level course namely the Diplomate of National Board (DNB) and a two years Fellowship Courses.

2. The NBE intends to computerize all its activities by developing an ERP solution as part of Digital India initiative envisaged by the Government of India. In line with this, as a preliminary step, NBE has decided to develop a Web Portal to share information with all the stakeholders through automated processes.

3. The NBE invites Limited Bids for Web Hosting Services of NBE Website/Portal for selection of the firm (also called the “bidder”) capable of Hosting the website of NBE in accordance with the terms and conditions.

Eligibility Criteria for bidder

- 1) The agency/firm (bidder) should be a registered body.
- 2) The agency/firm (bidder) should have a turnover of more than 50 lakhs incremental basis in each year over the last three years. Copies of Company balance sheet, certified by the chartered accountant to be submitted.
- 3) The agency/firm should have minimum of 3 years of experience in Hosting of Websites of reputed organizations.

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Competencies

- 1) Past experience in hosting and maintaining very professionally and exceptionally creative websites.
- 2) Excellent I.T. skills and project management skills.
- 3) Ability to provide additional servers, maintenance support, meets deadlines and performs well under pressure.
- 4) Ability to respond quickly to the maintenance requirement in the post commissioning phase.
- 5) Awareness on the latest smart technologies for website hosting and development.
- 6) Ability to regularly maintain, update the developed website if required.

Essential knowledge and experience

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

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Indicative Deliverables

- 1) The bidder has to provide the following services /items with specifications given as:

| Sr. No. | Component | Nos. |
|----------------|--|-------------|
| a) | Fully Managed Extra Large Physical or Virtual Firewall with Connections - 1,000,000 or more; Throughput - 600 Mbps or more | 2 |
| b) | Fully Managed Extra-Large Load Balancer with Connections per second - 60,000 or more; Load Balancer Type - HTTP/Web, TCP; Supports SSL Offload and Caching | 2 |
| c) | Elastic VMs 8vCPU, 12GB, 100GB vHDD, CentOS 7 64bit Server edition | 5 |
| d) | Physical Server - 24 core or more, 64GB RAM, RAID Level 10 with usable space above 1TB, CentOS 7 64bit Server edition | 2 |
| e) | NTSS (NFS) 1.5TB with 2000 IOPS or more | 1 |

- 2) Bidder should be capable of providing more Physical Servers and VMs within a short notice of time (within a week).
- 3) The bidder has to provide the latest version of an efficient and swift Processor, of a reputed company.
- 4) The data transfer must be unmetered.
- 5) The bidder has to provide multiple DDoS Protection and Mitigation and also provide SSA/SSL type security.
- 6) The bidder has to provide 100Mbps bandwidth and 1 Gbps Network Uplink and capable to increase whenever required.
- 7) The bidder has to Provide Control panel / Web host manager to NBE.
- 8) The bidder has to provide the Technical Manual including Data Backup/ Archival Process.
- 9) The bidder has to provide a Prompt and Proper Maintenance of website for a period of one year.
- 10) The Web hosting/server applications and database(s) shall be made available as per the requirement of the website developer.
- 11) Email services for NBE website <https://nbe.edu.in> also to be provided.

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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 bidder 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 NBE for Installation of application and migration of data from the existing service provider.

I. Server Preference

- 1) The Web Servers should be preferably Apache with Linux OS: CentOS 7 64 Bit.
- 2) RAM should be 12GB for VMs and 64GB for Physical Servers with provision for enhancement whenever required.
- 3) The hosting agency has to provide dedicated Fully Managed Servers. 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 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.
- 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.

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II. Domain Name

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

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

The number of hits expected in the proposed web portal is 15,00,000-page views per month. 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 Gbps 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 / NBE. 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 nbe.edu.in also.

VI. Database Access

The Database preferred is MySQL, SQL, 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.

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VII. Disk Space

The service provider should provide the initial disk space as SSD/SATA HDD Raid Level 10 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.

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Criteria for evaluation

The evaluation process consists of 2 stages. Only those firm/bidder/companies that have passed the technical evaluation stage will be allowed to submit the financial bid.

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 NBE. 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 for bidders.

Cost of Tender Document

As the Tender Document is for Limited Bids, the same can be downloaded from our website www.natboard.edu.in 'free of cost'.

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Single Stage Two Envelops System (Two Bid System)

Two envelopes system shall be followed by NBE to determine the successful bidder. The agency/firm (bidder) should bifurcate their quotations in two separate envelopes, (with appropriate superscriptions), and submit the same in one sealed envelope.

- 1) The first envelop, called the Techno-Commercial bid, should contain the eligibility, technical quality and performance aspects, commercial terms and conditions and documents sought in the tender, except the price and relevant financial details.
- 2) In the second envelop, called the Financial bid, the agency/firm (bidder) should submit its price quotation along with other financial details.
- 3) All interested bidders may submit their Limited Bids addressed to the Honorary Executive Director, **by 12 noon of 20thJuly, 2018** at:

National Board of Examinations,
NAMS Building, Medical Enclave,
Ansari Nagar, Mahatma Gandhi Marg,
New Delhi – 110029

The envelopes containing the Techno-Commercial bids shall be opened on the same day at 4 pm.

- 4) The Bids shall be scrutinized and evaluated by NBE's Technical and Evaluation Committee with reference to the parameters prescribed in the tender documents, and responsive, eligible and technically compliant bidders shall be decided.
- 5) Each eligible and technically compliant bidder shall make a presentation for a maximum of 15 minutes, before NBE's Technical and Evaluation Committee at 6pm of the same day.
- 6) Thereafter, in the second instance, the Financial bids of only the techno-commercially compliant offers (as decided in the first instance above) shall be opened **at 4 pm of the 24thJuly, 2018** for further scrutiny, evaluation, ranking and placement of contract.
- 7) The Financial bids of technically non-compliant bidders shall be returned unopened to the respective bidders by SPEED POST/reliable courier or any other mode with proof of delivery.

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- 8) Any Bid received by NBE after the last date for submission of the said Limited Bids will be summarily rejected and returned unopened to the Bidder. NBE shall not be responsible for any postal delay or non-receipt / non-delivery / incomplete Bid documents. No further correspondence on this will be entertained.

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) Rate quoted should be inclusive of the cost of Services, Manpower cost, Printing, Transportation, maintenance for a minimum onward period of 1 year, inclusive of charges of GST and other taxes as applicable.
- 4) Any reimbursement of amount shall be considered only after successful completion of assignment.
- 5) 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 NBE.
- 6) 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.
- 7) NBE will have no liability regarding transportation, boarding and loading of firm/bidder and their staff.
- 8) Under no circumstances the firm shall not appoint any subcontractor or sub lease the contract. If violated the conditions, the contract with the firm will be terminated.
- 9) The rate quoted once will be remaining firm for that particular dealing. Any Conditions of the firm sent along with proposal if any, shall not be binding on NBE.
- 10) It is not binding on NBE to accept the lowest of the bidding.
- 11) TDS as applicable on date will be deducted from firm actual bill submitted for payment.

- 12) The price accepted by the committee is final and no deviation from it will be accepted in this regard.
- 13) Conditional offer submitted by firm/bidder or submitted by fax/email will not be accepted.
- 14) The NBE reserves the right to accept or reject any or all Bids without assigning any reason thereof.
- 15) Jurisdiction for disputes if any, shall be at New Delhi only.

Earnest Money Deposit& Performance Security

- 1) Each Bidders shall furnish, Earnest Money Deposit (EMD) of Rs. 50,000/- as Bid Security in the form of Demand Draft / Banker's Cheque, from a scheduled commercial bank, drawn in favour of National Board of Examinations, New Delhi.
- 2) The EMD of unsuccessful bidders shall be returned without any interest only after finalization of selection and the signature on Service Level contract (SLA)/Agreement with NBE.
- 3) The EMD of the successful bidder shall be returned to the agency without interest 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 agency 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 NBE will adopt measures relating to unfair practices.

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Disqualification

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

- 1) Bids received after due date and time.
- 2) Bids not accompanied by all requisite documents along with the Earnest Money Deposit (EMD) by Demand Draft / Bankers 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 NBE 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.
