

Tender for Web Hosting Services

2019



National Board of Examinations

Ansari Nagar, Medical Enclave

New Delhi-110029

(www.natboard.edu.in)



National Board of Examinations

(Autonomous body of Ministry of Health & Family Welfare, Govt. of India)
NAMS Building, Medical Enclave, Ansari Nagar
New Delhi - 110029

No.: NBE/Admin/Tender/Web-Hosting/2019

dated 9th July 2019

Invitation for 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 interacts with lakhs of its stake holders (Medical Aspirants, Professionals, Medical Colleges/Institutes/Hospitals, Central and State Health and Medical Education Authorities, Common Public etc. and broadcasts information through it. Apart from Publishing Notice, Information etc. about its activity, some of the broad activities of NBE website are Online Exam Form, Thesis, Appraisal, Registration form, Online Accreditation application etc., downloading of Admit Cards, Results, Information Bulletins, Documents and Notices etc., Online counseling for DNB/FNB Admissions etc.

3. The NBE Invites 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.

Crucial Dates:	
Published Date	9th July 2019
Bid Submission Start Date and Time	10th July 2019 9:30 am
Bid Submission End Date and Time	31st July 2019 12:00 pm
Technical Bid Opening Date and Time	31st July 2019 4:00 pm
Financial Bid Opening Date and Time	6th August 2019 4:00 pm
Date for Commencement of Services	1st October 2019

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 on 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.
- 4) Experience in Hosting Web Portal for Management of Candidates for Examinations/Counseling not less than 1,50,000 in a Time Span of one Month.
- 5) Experienced and Capability to provide Average Monthly Data Upload/Download capacity of 1 TB (upto 2.5 TB per month and 500GB per day) in a single host.

Competencies

- 1) Past Experience in Hosting and maintaining very professionally and exceptionally creative websites.
- 2) Excellent I.T. skills and project management skills.
- 3) Capacity to provide Additional Servers, Maintenance Support, meets deadlines and performs well under pressure.
- 4) Ability to respond quickly to the maintenance requirements 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.
- 7) Experience in handling the traffic of the website if increased exponentially, due to bulk access of candidate for registration/examination/counseling.

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.

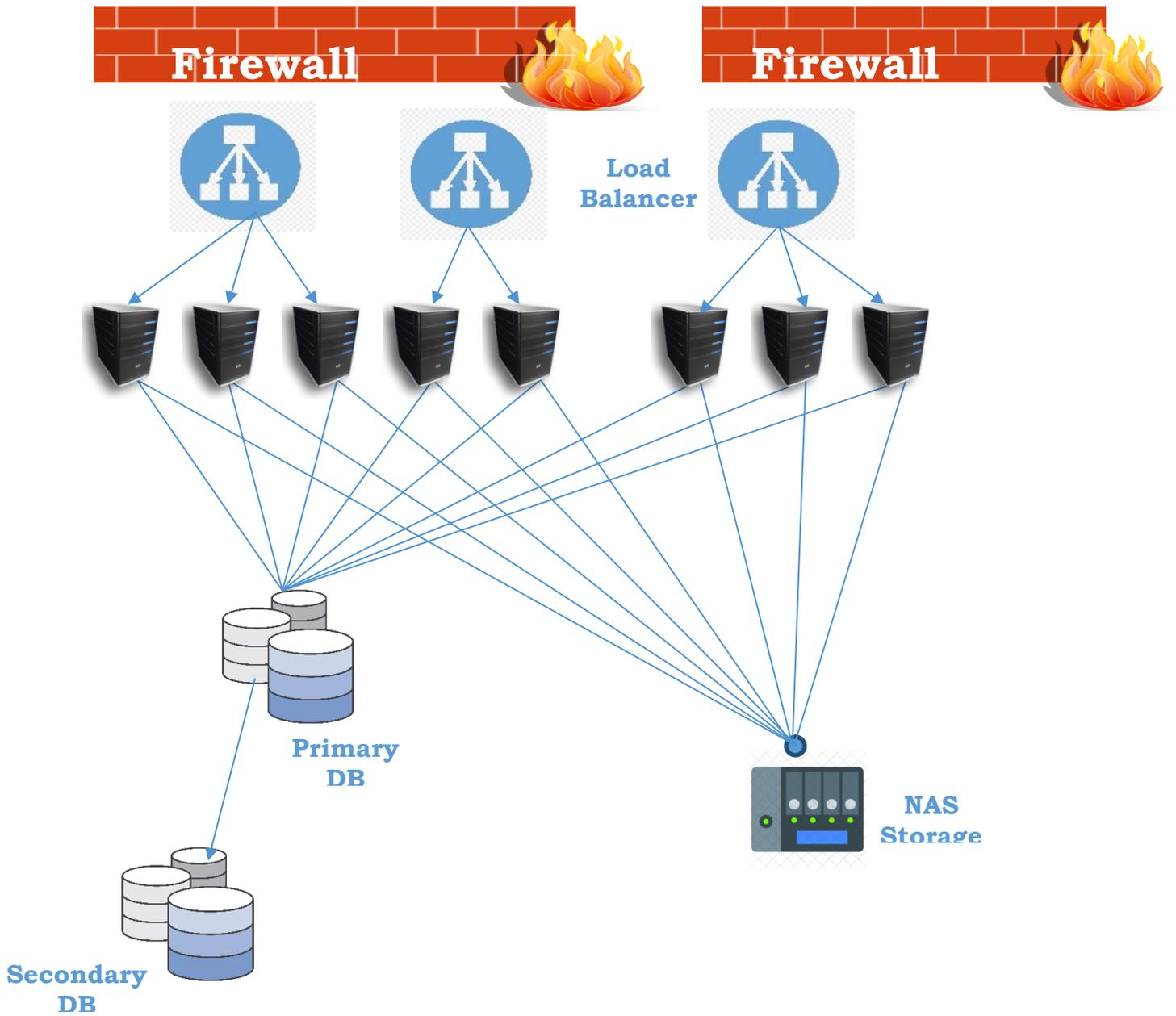
Indicative Deliverables

- 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	3
c)	Elastic VMs 8vCPU, 12GB, 100GB vHDD, CentOS 7 64bit Server edition	8
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 Prompt and Efficient Web Hosting Services for a period of one year, extendable thereafter on mutually agreed terms.
- 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.

Server Architecture



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) Web Servers should be preferably Apache with Linux OS: Cent OS 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.

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.

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.

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) Certificate from existing clients certifying that the bidder have experience and capacity to provide average monthly data upload/download capacity of 1 TB.
- 6) Proof that the Bidder have a datacenter with a constant uplink bandwidth of 100 MBPS which can be escalated upto 1GBPS
- 7) Average income tax paid in last 3 years (on basis of attached ITR document of three years)
- 8) 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: Tender Document can be downloaded from our website www.natboard.edu.in 'free of cost'.

Instructions to the Bidder:

Tender Type: Single Stage Two Bid System (Two Envelope System) shall be followed by NBE to determine the successful bidder. The agency/firm (bidder) should bifurcate their bids in two separate envelopes, (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 Honorary Executive Director, National Board of Examinations.
- 4) Interested bidders may submit their Sealed Bids by **12 noon of 31st July, 2019(Last Date)**, in a tender box kept at following address:

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

- 5) Envelopes containing the Techno-Commercial Bid shall be opened on same day at **4 pm** at the **NBE office, Dwarka** at the following address:

National Board of Examinations,
(Opposite Dwarka Courts)
PSP Area, Sector 9, Dwarka,
New Delhi – 110075

- 6) Technical Bids shall be scrutinised and evaluated by NBE’s Technical Evaluation Committee with reference to the parameters prescribed in the tender documents, and responsive, eligible and technically compliant bidders shall be decided.
- 7) 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.

- 8) Thereafter, in the Second instance, **Financial Bids** of only Technically Compliant offers (as decided in the first instance above) shall be opened at NBE Dwarka Office at **4pm of the 6th August 2019**, for further scrutiny, evaluation, ranking and placement of contract.
- 9) Unsigned or unstamped offers shall not be accepted.
- 10) The bidder shall attach the copy of the Authorization Letter / Power of Attorney as the proof of authorization for signing on behalf of Bidder.
- 11) 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.
- 12) Rates should be quoted strictly as per format (Annexure – I).
- 13) The Financial Bids of Technically non-compliant bidders shall be returned unopened to the respective bidders by SPEEDPOST/reliable courier or any other mode with proof of delivery.
- 14) Any Bid received by NBE after the last date of submission of Bids shall be summarily rejected and returned unopened to the Bidder.
- 15) 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.

Contract Duration

- 1) Contract duration is for a period of one year, 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 & NBE will be in English language only.

Earnest Money Deposit

- 1) All Bids must be accompanied by Earnest Money for an amount of **Rs. 50,000/-** (Rupees Fifty Thousand only) in the form of Demand Draft issued by any Scheduled / Nationalized Indian Bank, drawn in favour of '**National Board of Examinations**', payable at **New Delhi**.
- 2) 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) 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 NBE will adopt measures relating to unfair practices.
- 5) No interest is payable on the EMD.

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) Rates should be quoted strictly as per format (Annexure – I).
- 5) The rates quoted in the Financial Bid will be final and no deviation / escalation will be allowed.
- 6) Payment shall be made after the end of each Quarter, only after satisfactory services are rendered to NBE.
- 7) Reimbursement of charges, if any shall be considered only after successful completion of the assignment.
- 8) 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.
- 9) 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.
- 10) NBE will have no liability regarding transportation, boarding and lodging of firm/bidder and their staff.
- 11) 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.
- 12) 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 NBE.

- 13) It is not binding on NBE to accept the lowest of the bid.
- 14) TDS as applicable on date will be deducted from firm actual bill submitted for payment.
- 15) Conditional offer submitted by firm/bidder or offers submitted by fax/email will not be accepted.
- 16) The NBE reserves the right to accept or reject any or all Bids without assigning any reason thereof.

Disqualification

NBE 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 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.

Disclaimer

- 1) Family Members of NBE Employees or their relatives are prohibited from participation in this bid.

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 Sole Arbitrator appointed by the Executive Director, NBE whose decision shall be final and binding on both the parties.
- 3) **Judicial jurisdiction** shall within New Delhi only.

Financial Bid Form(To be placed in a separate Sealed Envelope and Marked as '**Financial Bid**')
To: Honorary Executive Director,
National Board of Examinations
Medical Enclave, Ansari Nagar
New Delhi 110029**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 NBE** 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 me in the bid.

Sr. No.	Component	Nos.	Rate per Unit (in Rs.) (for 1 Year)	Total Charges (in Rs.) (for 1 Year)
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	3		
c)	Elastic VMs 8vCPU, 12GB, 100GB vHDD, CentOS 7 64bit Server edition	8		
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		
Total (In Figures, excluding GST)				
Total Amount (In Words): _____				

(Signature with Seal of Bidder)

Note:

- (i) The quoted rates should be excluding GST, the same will be payable as per prevailing rates, as per norms.
- (ii) Quoted rates should be free from pre-conditions regarding payments, etc, otherwise offers are liable to be rejected.
- (iii) Conditional offers will not be accepted.
- (iv) The Rate quoted must be reasonable and valid for the entire period of contact.
- (v) There will be no escalation in the price during entire contract period. However, during finalization of contract, NBE reserves the right to negotiate with the successful bidders.
- (vi) The rates to be furnished strictly as per the above format. No modification/correction is allowed in this format.

Signature with Seal of Bidder

Name of the Bidder : _____

Company Name : _____

(With Full Address) : _____

Date : _____

Place : _____