



TENDER NOTICE

Tender reference no.: SU/ET/2023-24/02

Dated: 17/07/2023

eTender 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 specifications and details given below:

Sl. No.	Specifications/Details - The following minimum security and features have to be available in the Hosting server and it's related services:
1.	Type of Hosting: Dedicated Hosting Server (located in India) with dedicated IP address of the hosting server.
2.	Hosting Space: 100GB
3.	Monthly bandwidth (Total monthly quota for upload and download from the server): Unlimited.
4.	Bandwidth size to the hosting server (Maximum bandwidth available to access the server at any given point of time): Unlimited Bandwidth
5.	Price validity excluding taxes: 3 years
6.	Payment of services (hosting + SSL) will be made after the end of each hosting cycle (annually) on submission of invoices. All other financial matters related to this tender (like Performance Guarantee amount, payment terms and conditions etc.) will be governed by the work order and Legal Contract cum Service Level Agreement (LCSLA) document.
7.	Hosting Cycle: Annual. [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]
8.	Tier-III data center built to highest security standards (including 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.
9.	Redundant and dual-powered servers, storage, network links and other IT components to ensure 99.98% uptime.
10.	Protection against viruses, trojans, worms, rootkits and other malicious software and activities.
11.	State-of-the-art dual-layer firewalls configured in an active/active pair in the infrastructure and operated in routed mode.
12.	24 x 7 Email and telephonic support should be provided for all forms of technical work and troubleshooting work related to the service.
13.	Daily comprehensive backup of website contents (website, database, SSL and other related items) to be done by the service provider. Link for safe download of backed up contents to be provided to the University for downloading the latest backup of the website for local management works at University site.
14.	Complete confidentiality and security of data.
15.	Creation of unlimited subdomains and redirection of the same to the desired hosting space.
16.	Wildcard SSL for University domain and all subdomains.
17.	The web hosting migration work with email configuration work should be completed before 31.08.2023 to ensure uninterrupted service start from 01.09.2023.

18.	The work of migration should be immediately started after receipt of the work order. The agreement document (LCSLA) covering the overall aspect of the work will be sent to the vendor for signing once the migration work of the hosting service and the email service configuration is completed successfully.
19.	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, web application related support, configuration support, database related support etc. for seamless migration and execution of web and mail services with the required SSL certifications in the designated hosting space.

The offers, in the prescribed format, shall be submitted online at <https://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means.

a.	Availability of tender document on CPP portal/ website: https://eprocure.gov.in/eprocure/app	14/07/2023
b.	Request Tender documents till date and time	07/08/2023 & 5:30 pm
c.	Date & Time for opening online Technical bid	10/08/2023 & 11:00 am
d.	Validity of tenders.	90 Days
e.	Estimated Value of the Contract	Rs. 2,08,860/-

General Terms and Conditions

1. The enlistment of the contractors should be valid on the last date of submission of tender.
2. The bid should be submitted in compliance to the NIT at: <https://eprocure.gov.in/eprocure/app>
3. In order to participate, the bidding firm should be registered in the online e-tender portal and should have a valid authorized Digital Signature Certificate – (DSC). Bids submitted otherwise shall not be accepted.
4. An amount of Rs. 1000/- (non-refundable cost of downloaded tender form) in the form of NEFT should be remitted in the form of NEFT of any Scheduled /Nationalized Bank to the Bank account details mentioned below:
 - 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
5. The bids shall be uploaded in two cover system consisting of Technical and Financial bid.
 - 5.1. The technical documents required shall be as follows:
 - I. Annexure – I: Company Profile in the given format
 - II. Annexure – II: Technical bid with item details and eligibility fulfillment
 - III. Annexure -III: Declaration of hosting location within India and compliance to all Government, Regulatory and other applicable laws, rules, regulations, orders and directions.
 - IV. Copy of ISO, TIA and other relevant certifications.
 - V. Scanned copy of signed and sealed Tender form and authorization letter for signatory person.
 - VI. Scan copy of company registration certificate.

VII. Scan company of PAN Card and G.S.T document.

5.2. The financial documents required shall be as follows:

- I. BoQ – (Financial Bid in prescribed format)
6. Bids are to be submitted through online mode at **<https://eprocure.gov.in/eprocure/app> only and no hard copy is to be sent to the University.**
 7. The bidder registered with Micro and small-scale enterprises (MSEs) are exempted from submitting bid security/EMD based on guide line issue by department of Micro, small and medium Enterprises. (MSME). If EMD fees are claimed for exemption, then the relevant MSME certificate supporting the exemption claim may be uploaded along with the tender document with Annexure I duly signed on each page by authorized person of firm.
 8. 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, web application related support, configuration support, database related support etc. for seamless migration and execution of web and mail services with the required SSL certifications in the designated hosting space.
 9. 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.
Price validity excluding taxes: 3 years
 10. 24 x 7 Email and telephonic support should be provided for all forms of technical work and troubleshooting work related to the services.
 11. Payment of services (hosting + SSL) will be made after the end of the service period (annually) 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.
 12. Participating vendor should mandatorily contact Systems Management at 03592-251186/7872954308/7501270908 (smt@cus.ac.in) and clarify all technical doubts before submitting the bids.
 13. Arbitration of all disputes related to the work would be done under the Gangtok jurisdiction, Sikkim.
 14. 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.

**Sd/-
Registrar**

Note: All page(s) of Annexure I and II and III have to be printed in official letter head and have to be duly signed and stamped by the authorized signatory.

Annexure-I
COMPANY PROFILE

Supplier's Ref. No.....

Dated:.....

Tender Reference No...:SU/ET/2023-24/02

Dated: 17/07/2023

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. G.S.T number:
8. Bank Account Number:
 Bank name:
 Branch name:
 IFSC code:
9. Tender 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 E-tender notice and I/We undertake myself/ourselves to abide by them.

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

Name:

Designation:

[Official Seal with authorized signature]

Place:

Date:

Annexure II
TECHNICAL BID
in respect to

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

Supplier's Ref. No......

Dated:.....

Tender Reference No.: SU/ET/2023-24/02

Dated: 17/07/2023

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.	Advertised Specifications (Product eligibility criteria) [A] [The following minimum security and features have to be available in the Hosting server]	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.	Type of Hosting: Dedicated Hosting Server (located in India) with dedicated IP address of the hosting server.		
2.	Hosting Space: 100GB		
3.	Monthly bandwidth (Total monthly quota for upload and download from the server): Unlimited.		
4.	Bandwidth size to the hosting server (Maximum bandwidth available to access the server at any		

	given point of time): Unlimited Bandwidth		
5.	Price validity excluding taxes: 3 years		
6.	Payment of services (hosting + SSL) will be made after the end of each hosting cycle (annually) on submission of invoices. All other financial matters related to this tender (like Performance Guarantee amount, payment terms and conditions etc.) will be governed by the work order and Legal Contract cum Service Level Agreement (LCSLA) document.		
7.	Hosting Cycle: Annual. [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]		
8.	Tier-III data center built to highest security standards (including 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.		
9.	Redundant and dual-powered servers, storage, network links and other IT components to ensure 99.98% uptime.		
10.	Protection against viruses, trojans, worms, rootkits and other malicious software and activities.		
11.	State-of-the-art dual-layer firewalls configured in an active/active pair in the infrastructure and operated in routed mode.		
12.	24 x 7 Email and telephonic support should be provided for all forms of technical work and troubleshooting work related to the service.		
13.	Daily comprehensive backup of website contents (website, database, SSL and other related items) to be done by the service provider. Link for safe download of backed up contents to be provided to the University for downloading the latest backup of the website for local management works at University site.		
14.	Complete confidentiality and security of data.		

15.	Creation of unlimited subdomains and redirection of the same to the desired hosting space.		
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Declaration:

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

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

Name:

Designation:

[Official Seal with authorized signature]

Place:

Date:

Annexure III

[Declaration of hosting location within India]

in respect to

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

Supplier's Ref. No.....

Dated:.....

Tender Reference No.: SU/ET/2023-24/02

Dated: 17/07/2023

Declaration of Hosting Location

I,, the undersigned on behalf of, hereby declare that the hosting location of our services is situated in India. The website data is stored on servers in India and is subject to the laws and regulations of India. We are committed to providing reliable and secure hosting services to our clients, and we understand the importance of transparency in disclosing the location of our infrastructure.

The details of our hosting location in India are as follows:

Data Center Name: [Data Center Name]

Physical Address: [Data Center Address]

City: [City]

State: [State]

ZIP: [ZIP Code]

Country: India

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

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

Name:

Designation:

[Official Seal with authorized signature]

Place:

Date:

Bid Security Declaration Form

Date: _____ Tender No. _____

To

The Registrar

Sikkim University

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Seal (where appropriate)