



SHRI SAIBABA SANSTHAN TRUST, SHIRDI

Information Technology Department

Tender document

for

Hiring Cloud Servers

About Shri Saibaba Sansthan Trust, Shirdi

Shri Saibaba Sansthan Trust, Shirdi, is the Governing and Administrative body of Shri Saibaba's Samadhi Temple and all other temples in these premises. Shri Saibaba Sansthan Trust (Shirdi) a registered public Trust registered under the Bombay Public Trust Act, 1950 and reconstituted under the Shree Saibaba Sansthan Trust Shirdi Act, 2004 having its Head Office at Post. Shirdi 423 109 Tal, Rahata Dist., Ahmednagar (Maharashtra). Hereinafter referred to as "SSST/Trust"

1. Tender Notice

SSST invites e-tenders under two bid systems for hiring, installation, testing, commissioning of Cloud Server for Trust. E-tender is available on www.sai.org.in (advertisement only) and detail tender for uploading financial bid is available on www.mahatenders.gov.in

1.1 Time Table for online tender submission

Online Tender Publish Date	Dt. 24/07/2018	Time- 10.00 am
Online Documents Download/Sales Start	Dt. 24/07/2018	Time- 10.00 am
Online Documents Download/Sales End	Dt. 09/08/2018	Time- 17.00 pm
Online Bid Submission Start Date	Dt. 24/07/2018	Time- 10.00 am
Online Bid Submission End Date	Dt. 27/08/2018	Time- 17.00 pm
Online Technical Bid Opening Date	Dt. 30/08/2018	Time- 11.00 am

Pre bid Tender Meeting.

No pre bid meeting will be held. For any of the queries interested Hosting provider would call 02423-258953 or mail the queries to it@sai.org.in (in office hours & working days)

Validity Period:

The offer of the bidder shall remain valid for acceptance for a minimum period of 90 days from the date of opening of commercial Bid.

1.2 Earnest Money and Tender Cost:

- Earnest Money Deposit of Rs. 1,10,000/- (Rs. One Lakh Ten Thousand Only)
 - Tender fees Rs. 11,000/- (Rs: Eleven Thousand Only)
- This Amount is to be transferred while uploading e tender from www.mahatenders.gov.in

Note:

- The amount of EMD will be refunded to all bidders (excepted short listed) back after issuing order to L1 bidder
- Even though the tenderers meet the requirements, they are subject to be disqualified if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements.

1.3 SCOPE OF WORK

The Scope of work covers installation, management, maintenance of cloud servers, with necessary disaster recovery for a period of **5 years**.

The Services also includes but not limited (in short comprehensive) to the managing and maintaining Operating System, Database Management System, Servers, Network, Firewalls, Patch Management, Change Management, Backup Management etc.

The Trust Website and Mobile Apps Development and Content Management is out of scope of this Tender. However, responsibility of the maintaining and managing the necessary environment for hosting the Trust official website is part of the Tender.

The Server Maintenance and Management also includes following in details: -

1. Ensuring timely deployment of all latest update/upgrade of patches/versions/releases for all software/system software released by the respective OEMs along with patches released by Trust.
2. Bidder should ensure compliance to audit and security requirement like VAPT closures etc. related to any servers and associated hardware allocated for Trust as and when requested by the Trust.
3. Bidder to ensure time-to-time hardening of all servers and associated hardware as per Trust / world class standard guidelines.
4. Bidder to ensure implementations of latest and sturdy security features in order to protect Trust website from hacking, phishing, malware attacks etc. as suggested by regulatory authorities from time to time without any extra cost to the Trust.
5. Bidder has to ensure daily backup of all the servers and restoration of the same as per Trust backup procedure.
6. Bidder to implement WAF (Web Application Firewall) and DDoS prevention solution, mandatorily. Bidder should have an arrangement to stop/protect DDoS attack of 1 Gbps Size burstable up to 10 Gbps. Costing need to be taken in commercial.
7. Bidder should have minimum Tier III architecture for data centre management and should submit the necessary proofs to the Trust.
8. Bidder should have 24X7X365 days helpdesk support system in place at primary site. Address and contact details to be shared with the Trust.
9. Bidder to provide service uptime/ availability report for computations and determinations of service uptime/availability on quarterly basis along with payment to the Trust.
10. The initial contract period of 5 years, may be increased/decreased depending on the performance of the bidder.
11. The bidder is expected to quote for the dedicated Server details and other Services as given in Annexure-VI "Specification for dedicated Server and Services".
12. Existing Trust Website www.sai.org.in and its sub domains presently being managed by Trust will be migrated to the new proposed environment by the successful Bidder.
13. Successful Bidder has to sign Non-Disclosure Agreement (NDA) with Trust.

2 Tendering Procedure.

2.1 Qualification Criteria.

- 1) Vendor should not be a reseller/ channel partner.
- 2) The Bidder must be a registered company in India under the Companies Act 1956 or Companies Act 2013 having its registered office in India. (Copy of the "Letter of Incorporation/ registration" should be submitted).

- 3) Annual turnover of bidder must be over 3 Crores per annum in last three years (2014-15,2015-16,2016-17). Relevant certificates in this regard from Statutory Auditors should be submitted.
- 4) Should be a Firm/Company/ Service Provider (SP) having their own Data Centre installation in India and the said server must be hosted only Data Centre located in India.
- 5) The cloud Service provider should be featured in Gartner's Magic Quadrant for the last 2 years minimum.
- 6) The Bidders should host the cloud services from owned data centers certified by TIA 942 at Tier III or above with an uptime of 99.95% min.
- 7) Bidder should have IaaS/PaaS Public Cloud grids in two or more IDCs in different seismic zones. Cloud grids should be hosted in India and operational **from past 3 years**.
- 8) The Datacenters should have the necessary security Managements and certified for ISO 27001.
- 9) The NOC should be part of data centers and the managed services quality should be certified for ISO 20000:1
- 10) The provider should be certified for ISO 22301: Business Availability and Disaster Recovery.
- 11) The Data center provider is desirable to provide service assurance and effectiveness of Managements as per SSAE 16 guidelines and provide SSAE 3402 certifications and minimum SOC 2 level.
- 12) Cloud should be capable of hosting Web hosting in CDN (Content Delivery Network) in different region.
- 13) The provider must have DCs in India.
- 14) The bidder should be a company having operating profit in the last 3 consecutive financial years. (C.A. Certificate is must)
- 15) The Data Centre should be Tier III Standards as defined by Uptime Institute or similar certifications from similar institutions. Documentary evidence for the same to be submitted.
- 16) Bidder should not be black listed.

2.2 Technical Bid

Technical BID must be supplied online only.

Scanned copy of following document must be uploaded as Technical-Bid.

(Note: Only 6 documents are allowed to upload, so scan the document as mentioned in list, Scan document in minimum DPI, file size must be in KB)

1. PAN, Shop act and Certificate of registration for GST.
2. IT Return and audited balance sheet of last three financial years. (2015-2016, 2016-2017 & 2017-2018), with CA certificate of turnover.
3. Letter stating that Firm/Company is not blacklisted by central/ State Government or government corporation, statutory Institute. (Annexure II)
4. All documents mentioned in Qualification criteria 2.1 above and Annexure III.

2.3 Commercial Bid

Price should mention as given in BOQ format (See annexure VI)

The tenderer should quote online in BOQ provided.

Rates to be quoted Inclusive of taxes.

2.4 Acceptance of Tender:

1. The commercial bid of technically qualified bidders, shall only be opened online and lowest offer of the technically qualified bidder shall be accepted. The acceptance of tender may be communicated to the contractor by email or otherwise.

2. The quoted amount in online tender shall be valid for acceptance by the owner for 90 (Ninety) days from the date of opening of the Tenders.

2.5 Important Notes:

1. SSST reserves the right to accept / reject any/all tenders in part/full without assigning any reason thereof.
2. Any Corrigendum date extension in respect of above tender shall be issued on our website www.sai.org.in and www.mahatenders.gov.in only and no separate notification shall be issued in the press or any other print media. Bidders are therefore requested to regularly visit our website to keep themselves updated.
3. Bidders for any reason whatever, withdraws the tender after it is accepted or become unable or fails to execute the orders within stipulated delivery period, SSST shall be at liberty to cancel the order forthwith and the EMD of the tender in such a case will be forfeited by the SSST.
4. No representation for the enhancement of the prices of the accepted tender or alteration of the terms and conditions will be entertained till the successful completion of installation of the Web Server.

3 Instruction to Bidders.

The tender shall be submitted in accordance with these instructions and any tender not confirming the instructions as under is liable to be rejected. These instructions shall form the part of the tender and contract.

1. **The tender should be submitted Online only.**
2. The intending bidder, in case of Prime Equipment Manufacturers shall submit a self-declaration on their letter-head, along with the tender documents, confirming that they are regularly providing the services from last 5 years.
3. The web server shall be in compliance to the specifications mentioned in Annexure –VI of the tender and shall be of the latest technology, best quality and high standards. The bidder should enclose the product catalogue supporting the specifications mentioned in Anne - VI.
4. Any optional Accessories / Tooling, besides the standard webserver recommended for the better performance of the equipment, if offered, be provided with their full technical details including their use and advantage in a separate sheet with the tender documents. Warranty period, if applicable, should be specified for these.
5. No extra payment shall be paid on account of any discrepancy in nomenclature of items.
6. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any bidder stipulates any condition of his own, such conditional tender is liable to be rejected.
7. Those technically qualified bids will only be considered for price evaluation (Financial bid). Price should not be quoted with technical bid; otherwise the tender will be rejected without any correspondence. Decision of the Chief Executive Officer, SSST, Shirdi on the eligibility for qualifying technical bids shall be final and no representation shall be considered in this regard.
8. All the communication with respect to the tender shall be addressed to:
The Chief Executive Officer,
Shri Saibaba Sansthan Trust,
Po. Shirdi, Tal.- Rahata
District - Ahmednagar 423 109.
e-mail- it@sai.org.in

4 Commercial and general Terms and Conditions.

4.1 Other Criteria:

1. A cloud control panel with the following features shall be provided:
 - a. VM management
 - b. Billing
 - c. Bandwidth usage
 - d. Backup status
2. Cloud should have scalability and SSST may increase or decrease the setup as per their requirements in real time
3. The servers should have capable of connecting from on premise systems for exchange data and services seamlessly.
4. The cloud platform should support DevOps tools such as Puppet, chef etc.. For automation of infrastructure, deployment, spin up of new instances.
5. SSST may discontinue the setup any time and the cloud provider will ensure that all data is provided in the format required for migration
6. Single point of contact for support and escalation matrix should be provided.
7. Bidder need to support SSST with database installation, configuration, upgrade, migration and performance tuning.
8. The Bidder should be ready with the deliverables (hardware and software environment) within 7 working days from the date of work order and the Cloud Server should be ready for data migration & website shifting.
9. Installation of any new software should be done free of cost. The server must support any such installations.
10. Resource re-allocation across cloud should be provided free of cost.
11. Admin interface for blacklisting spam IP should be provided to SSST.
12. Ticketing System (SP should have a ticketing system for logging complaints).
13. DB Transaction log clearance and usage /hits report should be available online to SSST.
14. Disaster recovery should be in place.
15. Only SSST IP should be white listed.
16. If either SSST or bidder wants to end the contract, a notice of one month must be provided by the party initiating the termination of the contract. The entire cloud need to be backed up and handed over to SSST.
17. SSST must be intimated /reminded at least four months in advance before the contract is due for renewal.
18. The software license keys should be kept confidential.
19. A Non-Disclosure Agreement (NDA) should be signed within one month of purchase order.
20. If any complaint is lodged by SSST the same must be attended to and resolved within four hours.

4.2. Period of Contract:

Under normal circumstances the contract shall be valid for a period of five years from date of issue of work order. However, contract may be extended for further period up to two years on the same rates, terms and conditions if the service is found satisfactory.

4.3. Price Applicability

The price shall be firm and shall inclusive of taxes.

4.4. Installation:

- a) The successful bidder shall complete the installation strictly within the five working days.
- b) The Cloud Server shall have to be installed to the satisfaction of Trust.
- c) The comprehensive catalogue which includes instructions for Operation, Maintenance, Trouble shooting and all other areas which are necessary for smooth functioning of equipment, shall be provided.

4.5. Inspection and Tests

The SSST or its representatives shall have the right to inspect and test the server for their conformity to the specifications. The SSST may also appoint an agency for this purpose. All reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the Inspector free of costs.

5 SMS services

Trust want to facilitate devotee with SMS services for their transaction in Trust applications. Major among this application are Online Website, Room Reservation, Donation, Publications, Free Meal Scheme, School Students Admission and day to day message.

1. The service provisioning will be required for 5 years
2. The service provider (SP) should have throughput of dedicated (to SSST)125 Through Put Services or more for sending of high priority SMS Agreement with the various mobile operators must be attached to prove the capacity.
3. The SP should be currently handling SMS dispatches of 5 lacs per day.
4. The service provider should have the bulk SMS connectivity with one or more different mobile operators to cover sending of SMS to any mobile user in India. Supporting documents must be attached.
5. The service provider should have high availability network server infrastructure of 2 or more servers that is hosted at a leading data center with sufficient bandwidth and has load balancing failover capabilities and data security. Supporting documents must be attached.
6. The service provider should have operating experience with mobile operators of three or more years. Copies of agreement or other supporting document must be submitted.
7. The service provider should be capable for online campaign manager allowing for group creation/management, address book, campaign management, reporting.

5.1 SHORT MESSAGE DELIVERY

- 1 Service Provider will help Customer configure their account at the SMSC with a login and password to accept and successfully process SM traffic from Customer
- 2 Service Provider will affix a time stamp on each SM successfully delivered in the Indian Standard Time.
- 3 Customer's valid requests for delivery of SMS for destination numbers covered in Service Provider's then effective interconnect / roaming agreements should be submitted to the next adjacent node with a maximum SMS loss rate of 0.05%.

5.2 SMSC ACKNOWLEDGEMENT AND DELIVERY NOTIFICATION

1. Service Provider SMSC should generate a delivery notification for each SMS sent by Customer and the same should be made available to Customer either on real time basis or daily offline basis

2. Service Provider SMSC should guarantee message submission to the next receiving network after the receipt of a respective valid request by Customer, except in the event of any Network problem outside the Service Providers' Network on which Service Provider has no control, which inter alia includes:
 - i. The Mobile destination carrier network is unavailable or presents any other fault.
 - ii. No signaling link is available between the Service Provider's network and next network

5.3 SMSC Features

Service Provider will support the following features:

- a. Text & Binary messages
- b. Originator: Settable, alpha, numeric & reliable network short-codes
- c. Characters: GSM 03.38 and UCS2
- d. Latency: time to first delivery in 5 sec
- e. Throughput: 3 to 10 messages per second per account. This will depend on the load on the Service Provider SMSC.

Priority: Service Provider understands that such Push SMS messages are time critical in nature and have to be given high priority for delivery

6 Payment:

1. As mentioned service will be for next five years.
2. SP have to quote amount per annum for servers & connectivity (as mentioned in BoQ)
3. Invoice for servers & connectivity (combined) should be raised quarterly along with SLA.
4. Invoice will be paid according to SLA.
5. SP have to quote rate/SMS for SMS services.
6. SMS invoice (quarterly) should be raised separately with necessary reports.

7 Detailed Service Levels and Definitions:

This Service Level Agreement (SLA) is made to ensure that Trust gets the Best service.

The Service Level Agreement published below here is applicable for all bidders who are intend to provide us the services requested as per RFP's terms and conditions. Bidders services / eligibility for performance credits or refunds will be determinable based on Trust web hosting maintenance statistics and uptime requirement. Bidder shall abide by it and accept the integrity of all such measurements.

Following are the definitions and terms of the Service Level Agreement.

The hosting of Trust website www.sai.org.in, its sub-domains and mobile application would include all facilities, features, hardware, equipment's, software's and applications used for hosting website, decisive and vital network sections which are in use at any given time for website hosting to provide managed dedicated servers' service to the Trust.

I. Managed Dedicated Service

- (a) **Round-The-Clock Technical Support:** - Bidders technical support team will be on standby to assist Trust at any time i.e. 24 hours a Day, 7 Days a Week, 365 Days a year including national

holidays. Customers Support team should have requisite expertise and should be available for any technical support tasks or trouble-shooting.

- (b) **Network Security:** - Bidder will provide security on the overall network level at the data centre / Network Operations Centre to all its dedicated server for webhosting. This security cover is inclusive of Comprehensive maintenance of all Tier III operations, intensive and regular network scans, ensuring security at router and switch levels and managing the overall connectivity to streamline and enhance the performance of the individual servers. Bidder has to ensure protection against WAF Attack & Denial of Service Attack (DDoS) which will be of 1 Gbps Size burstable up to 10 Gbps.
- (c) **Server Level Monitoring:** - All dedicated servers should be monitored closely by bidder at their data centre. Bidder should have a system to perform a standard check of all active ports and services functional at regular intervals. Bidder has to maintain proper monitoring to ensure the system continuity with minimum outage.
- (d) **Server Protection:** - Bidder has to provide antivirus and firewall protection to the servers to ensure the protection against Trojans and malicious viruses. Regular updates / alerts / information regarding any such viral content will be passed on to the Trust for reference along with action undertaken for resolution from time to time.
- (e) **Miscellaneous Server Maintenance:** - Support activities such as operating system updates, patching of operating systems, and installations of security patches, service packs, hot fixes and kernel updates are a part of the miscellaneous server maintenance service which is done on an uninterrupted basis from time to time after fixed intervals. Miscellaneous maintenance is also inclusive of installation / configuration of Intrusion Detection Systems (IDS) that are used to sniff out data packets transferred over the network which helps advanced understanding of the activities occurring on your server.

Bidder to ensure to perform all such maintenance from time to time and bidder to send prior notifications (Pre as well as post updating)/notices in such events.

II. Service Definitions

Service Availability: - Bidder has to ensure uninterrupted services with 99.95 % service uptime at any point of time during the calendar year. However, any disruption of services on account of problems relating to scheduled maintenance activities with prior approval from the Trust shall not be considered as an interruption. It is also advised that such activities to be carried out during the midnight with after taking appropriate back-ups.

Calculation of uptime is [Scheduled operation time – (Webhosting infrastructure downtime/scheduled operation time)] * 100% as mentioned above.

1. “Scheduled operation time” means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.
2. “Webhosting infrastructure downtime” subject to the SLA, means accumulated time during which the Webhosting infrastructure is totally inoperable due to in-scope system or infrastructure failure, and measured from the time Trust and/or its customers log a call with the bidder help desk

of the failure or the failure is known to the bidder from the availability measurement tools to the time when the System is returned to proper operation.

III. Penalty against Non-Performance

In the event of bidder not being able to offer 99.95% service uptime for the particular calendar month, a penalty will be charged by the Trust as per following calculation: -

Such downtime would be calculated from the time services are unavailable to the restoration of services to normalcy. Such penalty charges would be deducted from the monthly/quarterly payments payable to the bidder as per payment terms.

Uptime (A) per server	Penalty
A ≥ 99.95%	No Penalty
99.00% ≤ A < 99.95	2 days equivalent of charges for that year's total charges on prorate basis.
98.00% ≤ A < 99.00	5 days equivalent of charges for that year's total charges on prorate basis.
A < 98.00%	Penalty at the rate of 1% of total annual charges for every 0.1% lower than the stipulated uptime.

Record and data for the service availability computations and determinations as available in the uptime/availability report. The penalty will be subject to an overall cap of 10% of the yearly charges.

8 Agreement

Trust will enter into an agreement with selected bidder, to be executed by the bidder as per RFP terms and conditions. All other terms and conditions which are not included in this SLA to be read are as per RFP terms and conditions. Wherever, Trust has not expressed its terms and conditions in this SLA, RFP document's clauses will prevail.

**(Smt. Rubal Agarwal I.A.S)
Chief Executive Officer
Shri Saibaba Sansthan Trust Shirdi**

Approved

**(Smt. Rubal Agarwal I.A.S)
Chief Executive Officer
Shri Saibaba Sansthan Trust Shirdi**

(To be given on the bidder letterhead)

Acceptance of Terms and Conditions

To:
The Chief Executive Officer,
Shri Saibaba Sansthan Trust, Shirdi
Tal.- Rahata, Dist.-Ahmednagar

Sir/Madam,

Ref: Our Bid for RFP for dedicated web hosting services.

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer to install, host, manage and maintain dedicated computer systems, system software and associated licenses at our Data Centre with necessary Disaster Recovery and Backup facilities as detailed in your RFP document.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information.

We also confirm that the offer shall remain valid for 180 days from the date of the offer.

We hereby undertake that the Hardware and supporting software installed will be licensed, legally obtained and with latest version.

We understand that the Trust is not bound to accept the offer either in part or in full and that the Trust has right to reject the offer in full or in part without assigning any reasons whatsoever.

We understand and undertake that

1. Trust is not bound to accept the lowest or any bid received, and may reject all or any bid at its sole discretion.
2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Trust to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
3. If our bid is accepted, we are responsible for the due performance of the contract.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

UNDERTAKING BY BIDDER

Date: / /2018

To:
The Chief Executive Officer,
Shri Saibaba Sansthan Trust, Shirdi
Tal.- Rahata, Dist.-Ahmednagar

Undertaking (To be submitted by all Bidders' on their letter head)

We _____(bidder name), hereby undertake that-

1 As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution in India.

2 We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to Trust.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date

Details of Major Projects for Cloud Servers

(DOCUMENTARY EVIDENCE OF EACH OF THE PROJECT SHOULD ALSO BE ENCLOSED)

Sr. No	Name of the Client, e-mail id, Tel. No., Address	Servers Hosted at Data Centre		Services Hosted	
		Specifications	Qty	Name	Description
1					
2					
3					
4					
5					

Personal & Bank Details for RTGS
 All columns are mandatory
 (Submit on Company Letter Head)

Sr No	Personal Detail	
1	Name of the Agency.	
2	Address	
4	Contact Person and Mobile number	
5	GST umber	
6	Bank Details –	
	Name of the Bank	
	Bank City	
	Branch Name and Code	
	Account Type	
	Account Number	
	IFSC CODE	
	MICR NO.	
7	Stamp and Signature of the agency	

Specification for dedicated Server and Services and BOQ format

(Give rate for 5 Years, Tender will be for 5 years, BOQ to be filled online only. This format is only for reference.)

A] Cloud Servers Details

Ser No	S.No	Role	VCPU (Core)	VRAM	VHDD	RDM	SWAP	OS	Partitions
1	1	App Server	4	16	200	200	32	CentOS 7.0	Default with LVM
	2		4	16	200		32	CentOS 7.0	Default with LVM
	3		300	4	16	200	32	CentOS 7.0	Default with LVM
	4			4	16	200	32	CentOS 7.0	Default with LVM
	5			4	16	200	32	CentOS 7.0	Default with LVM
2	6	Web server	8	32	200	200	32	CentOS 7.0	Default with LVM
	7		16	64	200	500	32	CentOS 7.0	Default with LVM
	8		16	64	200		32	CentOS 7.0	Default with LVM
3	9	Database Server	4	128	200 X 2	1000	32	Win Server 2016	Virtual
	10		4	128	200 X 2		32	Win Server 2016	Virtual
	11		2	32	200 X 2		32	Win Server 2016	Virtual
4	12	Redis Cluster	4	8	200	50		CentOS 7.0	Default with LVM
	13		4	8	200	50		CentOS 7.0	Default with LVM
	14		4	8	200			CentOS 7.0	Default with LVM
	15		4	8	200			CentOS 7.0	Default with LVM
5	16	RabbitMQ Cluster	4	8	32			CentOS 7.0	Default with LVM
	17		4	8	189			CentOS 7.0	Default with LVM
6	18	File Server	4	8	50			CentOS 7.0	Default with LVM
	19		4	8	50			CentOS 7.0	Default with LVM

7	20	LB Management Citrix Net Scaler VPX (3000)							
	21	DNS1	2	4	100		4	CentOS 7.0	Default with LVM
	22	DNS2	2	4	100		4	CentOS 7.0	Default with LVM
	23	CHEF	2	8	200+32		4	CentOS 7.0	Default with LVM

8	24	CI Tools Jenkins + Nexus	4	16	200			CentOS 7.0	Default with LVM
	25	Code Repository	2	8	200			CentOS 7.0	Default with LVM

9	26	Firewall							
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B] INTERNET CONNECTIVITY

Sno	Network Connectivity	Source	Destination	Bandwidth
1	MPLS	Cloud Provider	Shirdi DC	4 Mbps
2	Internet	Cloud Provider	End User	40 Mbps

C] Software, Certificates & Tools

Sno	Software, Certificates & Tools	Type	License / Freeware	Remarks
1	REDIS	64-bit Virtual machine with 8 GB Redis Cache and Cluster with license of Redis Cluster	Licensed	
2	App Dynamics	Monitoring Tool for App Servers	Licensed	
3	Nginx	Cent-OS 7.0+ and Nginx Plus R7	Licensed	
4	Spark Post (email services)	1,00,000 emails month	Licensed	
5	Antivirus		Licensed	
6	CentOS 7.0		Freeware	
7	Postman		Freeware	
8	Tomcat 8.0		Freeware	
9	Spring tool suite		Freeware	
10	Maven 3.3		Freeware	
11	Aptana_studio 3.6.1		Freeware	
12	SVN		Freeware	

D] SMS Services

1	SMS Service Provider (National)	1,00,000 SMS per month Bulk SMS facility for festivals (Approx. 10 lakhs+)	Licensed	
2	SMS Service Provider (International)	Approx. 5,000 SMS per month	Licensed	

BoQ format for the online Bid Submission

S.N.	Details Particulars	Amount (Exclusive of Taxes)
1	Servers/Services, Tools mention in Annexure VI-A in tender document with Software, Certificates and tools Connectivity as per Annexure VI-C in tender document Amount Should be per annum.	
2	Network Connectivity as per Annexure VI-B in tender document Amount Should be per annum.	
3	SMS Services Within India (Give rate per SMS)	
4	SMS Service Provider Outside of India/International (give Rate Per SMS)	

Compliance Sheet:

Sn	Pre-qualification Criteria	Documents	Complied Yes/No
1	Vendor should not be a reseller/ channel partner.		
2	The Bidder must be a registered company in India under the Companies Act 1956 or Companies Act 2013 having its registered office in India.	Copy of the "Letter of Incorporation/ registration" should be submitted.	
3	Annual turnover of bidder must be over 3 crores per annum in last two years (16-17,17-18).	Relevant certificates in this regard from Statutory Auditors should be submitted.	
4	Should be a Firm/Company/ Service Provider (SP) having their own Data Centre installation in India and the said server must be hosted only Data Centre located in India		
5	Bidder should be providing services for min 5 Govt. entities and 5 corporate clients, in 2 setup of Govt. Entity on the cloud	Give Client List as given in Annexure IV above	
6	The cloud Service provider should be featured in Gartner's Magic Quadrant for the last 2 years minimum.		
7	The Bidders should host the cloud services from owned data centers certified by TIA 942 at Tier III or above with an uptime of 99,985% min	Submit appropriate Certificate	
8	Bidder should have IaaS/PaaS Public Cloud grids in two or more IDCs in different seismic zones. Cloud grids should be hosted in India and operational from past 3 years.	Submit appropriate Certificate	
9	The Data centres should have the necessary security Managements and certified for ISO 27001.	Submit appropriate Certificate	
10	The NOC should be part of datacenters and the managed services quality should be certified for ISO 20000:1	Submit appropriate Certificate	
11	The provider should be certified for ISO 22301: Business Availability and Disaster Recovery.	Submit appropriate Certificate	
12	The Datacentre provider is desirable to provide service assurance and effectiveness of Managements as per SSAE 16 guidelines and provide SSAE 3402 certifications and minimum SOC 2 level	Submit appropriate Certificate	
13	Cloud should be capable of hosting Web hosting in CDN (Content Delivery Network) in different Region.		
14	The bidder should be a company having operating profit in the last 3 consecutive financial years.	(C.A. Certificate is must)	
15	The Data Centre should be Tier III Standards as defined by Uptime Institute or similar certifications from similar institutions. Documentary evidence for the same to be submitted.	Submit appropriate Certificate	