



Information & Library Network (INFLIBNET) Centre

An IUC OF University Grants Commission

INFOCITY, Gandhinagar 382 007.

☎ 079-23268000, Fax No.23268222

Website: www.inflibnet.ac.in

TENDER DOCUMENT No. INF/PUR/NIRF/CLOUD/2017-18

Two Bid Tender Document

for

Azure Cloud Service Provider

**for Hosting of Web Application For National Institutional
Ranking Framework (NIRF) Application and Services**

Estimated Cost :Rs. 10 Lakhs for Three year Services (Approx)

Bid Validity : 90 days

Contact Number :

For Commercial query: Mrs. S.M. Munshi , Section Officer (P&S)
sectionofficer@inflibnet.ac.in

(079-23268141)
(079-23268143)

For Technical query: Mr.RajaV, Scientist – B (CS)
raja@inflibnet.ac.in

(079-23268325)

CONTENT

1.	IMPORTANT DATES & INFORMATION OF BID	03
2.	ABOUT PROJECT	04
3.	SCOPE AND DESCRIPTION OF THE PROJECT	05 - 12
4.	PRE-QUALIFICATION STANDARDS	13 - 15
5.	INFORMATION & INSTRUCTION FOR BIDDER	16 - 18
6.	OTHER TERMS & CONDITION	19 - 21
7.	PRICE BID FORMAT	22
8.	SUBMISSION OF BID	23
9.	RIGHT OF INFLIBNET	23
10.	ANNUAL TURNOVER, ANNEXURE - A	24
11.	LETTER OF COMMITMENT, ANNEXURE - B	25
12.	LETTER OF TECHNICAL PROPOSAL, ANNEXURE - C	26
13.	BIDDER'S DETAILS, ANNEXURE - D	27 - 28
14.	POWER OF ATTORNEY, ANNEXURE - E	29 - 30
15.	ANTI-COLLUSION CERTIFICATE	31
16.	AGREEMENT FORMAT	32 - 33
17.	BANK GURANTEE FORM	34
18.	CURRENT RESOURCES RUNNING ON NBA TENANT	35

1. IMPORTANT DATES & INFORMATION OF BID

Date of Release of Tender	30.08.2017
Last date of seeking clarifications	06.09.2017(1200 hrs.)
Pre-bid Meeting	06.09.2017 (1600 hrs.)
Last Date and Time of Submission of bids	14.09.2017 (1600 hrs.)
Date and Time of Opening of Tender	14.09.2017 (1610 hrs.)

Sr. No.	Name of Work	
		Two bid Tender for Azure Cloud Service provider for Hosting of Web Application for NIRF Application and Services.
01.	Estimated Cost of the work	Rs.10,00,000.00 (Rupees Ten Lakh only)
02.	Earnest Money @ 2%	20,000.00 (Rupees Twenty Thousand Only) in the form of Demand draft/ Bank Guarantee/Banker's Cheque/Fixed Deposit of any scheduled bank drawn in favour of "INFLIBNET Centre" payable at Gandhinagar. The tender which does not accompany EMD along with required document will be summarily rejected.
03.	Validity Period of tender offered	(90) Ninety Calendar days counted from the stipulated last date of receiving of the tender for this work.
04.	Security Deposit @ 10%	The successful bidder has to submit a Bank Guarantee/Banker's Cheque/Fixed Deposit for the value of 10% of the contract value of any scheduled bank drawn in favour of "INFLIBNET Centre" Payable at Gandhinagar within a week time of LOA/Agreement.
05.	Contract Period	3 (Three) years from the date of issue of work order

2 **ABOUT PROJECT**

- 1) The Information and Library Network (INFLIBNET) Centre is an autonomous Inter-University Centre of the University Grants Commission (UGC) of India. It is a major National Programme initiated by the UGC in March 1991 with its Head Quarters at Gujarat University Campus, Ahmedabad. Initially started as a project under the IUCAA, it became an independent Inter-University Centre in June 1996. Presently, the Centre is located at Gandhinagar, Gujarat.

INFLIBNET is involved in modernizing university libraries in India and connecting them as well as information centres in the country through a nation-wide high speed data network using the state-of-art technologies for the optimum utilisation of information. INFLIBNET is set out to be a major player in promoting scholarly communication among academicians and researchers in India.

- 2) The primary objectives of INFLIBNET as envisaged in Memorandum of Association are:
 - 2.1 To promote and establish communication facilities to improve capability in information transfer and access that provide support to scholarship learning, research and academic pursuit through cooperation and involvement of agencies concerned.
 - 2.2 To establish INFLIBNET: Information and Library Network a computer communication network for linking libraries and information centres in universities, deemed to be universities, colleges, UGC information centres, institutions of national importance and R & D institutions, etc. avoiding duplication of efforts.
 - 2.3 To facilitate academic communication amongst scientist, engineers, social scientists, academics, faculties, researchers and students through electronic mail, file transfer, computer/audio/video conferencing, etc
 - 2.4 To undertake system design and studies in the field of communications, computer networking, information handling and data management;
 - 2.5 Awardee should be able provide the Enterprise Agreement Subscription on the basis of INFLIBNET Centre request.
 - 2.6 To establish appropriate control and monitoring system for the communication network and organize maintenance;
 - 2.7 To collaborate with institutions, libraries, information centres and other organizations in India and abroad in the field relevant to the objectives of the Centre;
 - 2.8 To promote R&D and develop necessary facilities and create technical positions for realizing the objectives of the Centre;
 - 2.9 To generate revenue by providing consultancies and information services; and
 - 2.10 To do all other such things as may be necessary, incidental or conducive to the attainment of all or any of the above objectives.
- 3) With a view to enhance service delivery and automation of activities for which the INFLIBNET Centre is responsible, the INFLIBNET Centre intends to host NIRF Application Service on Azure Cloud.
- 4) As part of this, the INFLIBNET Centre intends to select the Cloud Service provider for Procurement of cloud based data centre services for Hosting the NIRF Web applications and Services on Azure Cloud. Presently, the services are already configured and running with one of

the Azure Tenant. The current services need to be moved from current tenant to INFLIBNET tenant by the qualified/ awardee vendor. It will be the responsibility of awardee vendor to get the liasoning work with Azure for subscription.

- 5) In pursuance of the above objectives, the INFLIBNET Centre has issued this two bid tender such that interested parties providing services on Azure Cloud (“Bidders”) may submit their Bidding Documents.
- 6) The Proposals would be evaluated on the basis of the evaluation criteria set out in this tender document in order to identify the successful Bidder for the Project (“Successful Bidder”).
- 7) The Successful Bidder shall upon execution of the Services Agreement (*hereinafter defined*) (the “Service Provider”), be responsible for implementation of the Project including Hosting the Web application on Cloud.
- 8) The INFLIBNET Centre shall, during the course of the bidding process, issue the draft of the services agreement to be executed between the Service Provider and the INFLIBNET Centre, which shall set forth the detailed binding terms and conditions governing the Service Provider and the INFLIBNET Centre, including the scope of the Service Provider’s services and obligations in respect of the Project, substantially in accordance with this tender (“Services Agreement”).
- 9) The INFLIBNET Centre shall receive bids pursuant to this tender document in accordance with the terms set forth in this tender document and other documents provided / to be provided by the INFLIBNET Centre pursuant to this tender document, as modified, altered, amended and clarified from time to time by the INFLIBNET Centre (collectively, the “Bidding Documents”), and all Proposals shall be prepared and submitted in accordance with such terms on or before the date specified for submission of the Proposals (the “Due Date”). It is clarified that the term ‘Bidding Documents’ includes the draft Services Agreement for the Project which shall be executed with the Successful Bidder. The aforesaid documents and any addenda issued subsequent to this tender document, will be deemed to form part of the Bidding Documents.

3. SCOPE AND DESCRIPTION OF THE PROJECT

The brief scope and description of the services to be provided by the Service Provider in connection with Cloud Services for the Project is inter alia as follows:

The INFLIBNET Centre proposes to host the Infrastructure solution outside in Cloud environment. Application hosting requirements should comply with certain Industry Best Practices and specific to INFLIBNET Centre requirements like (but not limited to) service levels, architecture, network connectivity, scalability, security etc.

- (i) The detailed requirements are furnished in Annexure – I.
- (ii) The entire hosting of the High Availability solution for primary application should be from a Single location/India only.
- (iii) The Disaster Recovery cloud services regions should reside in India and should be at least 1000 Km apart.
- (iv) The cloud data centre must have assured protection with security built at multiple levels and 24x7 monitoring by provisioning physical security, biometric identification and close circuit monitoring.

- (v) The bidder should have the following category of services at the location where he provides cloud hosting environment.
 - a. Infrastructure as a Service (IaaS)
 - b. Platform as a Service (PaaS)
 - c. Software as a Service (SaaS)
- (vi) The proposed application cloud environment should provide flexibility to scale the environment vertically and horizontally:
 - a. Vertically: Upscale/downscale the solution to higher configuration Virtual Machines (i.e. VMs with different combinations of CPU and Memory)
 - b. Horizontally: Add more Virtual Machines of the same configuration in to a load balanced pool.
- (vii) It should be possible to scale the solution in the above mentioned dimensions at any time and without prior notification to the cloud provider.
- (viii) The application hosting solution should provide the flexibility of hosting the solution on VMs of at least the below 5 configuration scales:

No. of Cores	RAM
1	1.75 GB or higher
2	3.5 GB or higher
4	7 GB or higher
8	14 GB or higher
16	100 GB or higher

- (ix) The system should be modular and provide per hour/unit use based charges for the different components including but not limited to: VMs, Storage, Application and Network Load Balancer, Data transfer to and from the data centre, VPN Gateways and firewalls and Content Delivery Networks (CDNs)
- (x) It should be possible at any time to move the Virtual Machines back to the INFLIBNET Centre Datacentres. The vendor must highlight the necessary technical requirements for achieving this.
- (xi) The Data Centre environment should have the highest security standards in accordance with Industry Best Practices for ensuring they are adhered to from time to time.
- (xii) On request of INFLIBNET Centre, the vendor must share the reports of periodic third party inspections/audits and other certification reports.
- (xiii) The Cloud service provider should also be able to offer Platform as a Service(PaaS) and cater to future requirement on analytics with cloud platform which allows INFLIBNET Centre to easily design, test, operationalize and manage predictive analytics solutions in the cloud.
- (xiv) The Bidder should provide SPOC (Single Point of Contact) to co-ordinate with INFLIBNET Centre for all issues in relation to Cloud services.
- (xv) The Cloud Service provider will be able to provide PaaS for Mobile Services. A scalable cloud backend capability for building Windows Store, Windows Phone, Apple iOS,

Android, and HTML/JavaScript applications. Store data in the cloud, authenticate users, and send push notifications to our application within minutes.

- (xvi) The bidder shall not change the architecture frozen while deployment without having the concurrence with the Centre.
- (xvii) The bidder shall submit a Technical document in the proposal to the INFLIBNET Centre with all the requirements to be fulfilled for ensuring smooth operations. The requirements may include:
 - a. Cloud platform architecture
 - b. Deployment Architecture
 - c. Security Architecture
 - d. Activities for one year
 - e. Backup Plan
 - f. Disaster Recovery Plan
 - g. Business Continuity Policy
 - h. Details of End of Business operations process
 - i. Details of Data Disposal Process
 - j. Networking Components details like features, throughput details etc.
 - k. Storage details like IOPs, Raid details, Rpm etc.
 - l. Firewall details including features like IPS, IDS, Web filtering, Monitoring, alerting, reporting etc.
 - m. VM details
 - n. Connectivity details like internet bandwidth, VPN details, encryption details
 - o. Access provisioning details
 - p. High Availability details
- (xviii) The bidder has to provide 24 hours support for all the calendar days of year to resolve issues related to cloud infrastructure.
- (xix) The following reports should be generated at a regular basis by the bidder.

Sl. No	Report Name	Report Type	Frequency
1	Backup & Restore Report	Report	Monthly
2	Critical Incident Report	Report/MIS	Daily / Monthly
3	Server Utilization and Uptime Report	Report/MIS	Daily / Monthly
4	Network performance monitoring Report	Report/MIS	Daily / Monthly
5	Incidents and resolution Report	Report/MIS	Daily / Monthly
6	Storage Infrastructure checklist, Uptime and Performance Report	Report	Monthly
7	Project Status Report	Report	Weekly
8	Service Call Issue Wise Analysis Report	MIS	Monthly
9	Software License Inventory Report	MIS	Monthly
10	Report on critical production system Availability, Performance and Capacity Usage	MIS	Monthly
11	Report on installation and compliance of Software	MIS	Monthly

The Azure Cloud Service Provider will be able to meet the following Application Hosting Requirements

Specification	Mandatory/Optional
The Bidder shall be the Original Equipment Manufacturer (OEM) or an Authorized Business Partner / System Integrator of OEM Cloud Service Provider(CSP).	Mandatory
The Bids shall be submitted by the bidder; no consortium is allowed in this Bid.	Mandatory
The bidder should also include the necessary backup software for web servers, Database servers and any critical production workloads in the solution and pricing as well.	Mandatory
The bidder should also include the necessary software and tools license cost to help customer protect important services by coordinating the automated replication and recovery of protected instances at a secondary location.	Mandatory
Service Management and provisioning	
The Proposer shall provide to INFLIBNET Centre the ability to unilaterally provision and de-provision all the specific IaaS services contemplated by the proposal via Web Portal and Web Services Application Programming Interface ("API"). All the communication for these purposes should be secured at transport level using SSL / TLS and or SSH.	Mandatory
The Proposer shall provide service availability (external connectivity) of at least 99.9% (measured as Total Uptime Hours / Total Hours within the month) for cloud services and virtual machines. The Service Level Agreement ("SLA") should be documented and monitoring mechanisms should be provided by the Proposer.	Mandatory
The Proposer shall manage the underlying hardware infrastructure and virtualization layer following the appropriate patch management and technology refresh cycles.	Mandatory
The Proposer shall provide mechanisms to enable data isolation and privacy in its environment.	Mandatory
The CSP should have the capability to provide various other services like Database, Cache, Search, Analytics, Mobile Backend, Queues, Tables, Backup, Identity Management, CDN, Client Application Analytics as a Service SLAs of minimum 99.5% availability.	Mandatory
Intelligent Data Platform: The cloud should include data warehouse, corporate BI, self-service BI, and machine learning capabilities for both structured & unstructured data and in on-premises, cloud, and hybrid environments	
The CSP/ bidder should provide tools to empower operations teams to effortlessly collect, store and analyze log data from virtually any Windows Server and Linux source—regardless of volume, format or location. Separate the signal from the noise with simple, powerful log management tools and access real-time operational intelligence with improved troubleshooting,	Mandatory

operational visibility and fast search to explore, investigate and fix incidents quickly.	
The CSP should be there in the 2015 Gartner Magic Quadrant for IaaS, Enterprise Application As a Service, Public Cloud storage.	Mandatory
User / administrative management	
The Proposer shall support multiple users with a management portal.	Mandatory
The Proposer shall provide Billing / Invoice tracking through a web portal aggregated by user application and service at mutually agreed intervals.	Mandatory
Service Provider should provide multi-factor authentication for accessing the cloud infrastructure and application	Optional
The CSP should be able to provide unified cloud portal with capabilities to manage various other cloud services like Database, Cache, Search, Analytics, Mobile Backend, Queues, Tables, Backup, Identity Management, CDN, Client Application Analytics as a Service.	Mandatory
Integration	
The Proposer shall provide an API for each of the services that enables the development of complex automation solution for resource provisioning, configuration and de-provisioning.	Mandatory
The APIs should be based on Interoperable Internet standard Technologies such as REST, HTTP, JSON, XML and SOAP.	Optional
The Proposer shall provide API access to the infrastructure and complete documentation for all the APIs it offers.	Mandatory
The Proposer shall support SDKs for this APIs for at least Microsoft .net, Java and one major permissive free license development language, such as Python, PHP or Ruby.	Optional
In future , the Cloud platform, should provide authentication flows between Directory (Active directory or LDAP or equivalent) and Aadhaar Proxy Provider (APP) . The platform should provide directory services to interact with it to authenticate users using their Aadhaar Id and validate various attributes about the user stored in the Aadhaar database	Mandatory
Single Sign-on Authentication: Being able to offer Single Sign On is key among multiple cloud services and on-premises apps is key for employee productivity and IT management. The cloud should natively offers SSO among its cloud services, offers REST API for custom apps and federation and directory sync services with AD and other directories	Mandatory
Datacenter facilities and network capabilities.	
The Proposer shall have multiple Tier 1 ISPs peering at their datacenter / network.	Mandatory
The Proposer shall have IP v6 roadmap.	Optional
The Proposer shall provide flexible IP addressing that will support: DHCP, IP address and port assignment on external (public) interfaces, dedicated VPN connectivity between INFLIBNET Centre and the vendor and the ability to map INFLIBNET Centre owned domains to provider services addresses allowing services, sites and applications operating in the Proposer infrastructure to be viewed as INFLIBNET Centre URLs.	Mandatory

Storage Services	
The Proposer shall provide scalable redundant and dynamic storage services	Mandatory
The service will allow users to write, read, and delete an unlimited number of objects supporting a maximum object size of at least five (5) gigabytes of data.	Optional
The service will provide a mechanism to organize objects into containers that can be located on one or several geographical locations to optimize network access.	Mandatory
The service will offer a data access mechanism to manage access to containers and objects allowing them to be made public or private to specific users.	Mandatory
Pricing for the service should be divided on Storage and Bandwidth tiers using GB as measurement unit in case of the Storage and Bandwidth. These tiers will present the different unit prices given the volume of monthly consumption. Additional Service Options, such as enhanced or reduced redundancy should be differentiated.	Mandatory
The Service provider will ensure there are at least 2 copies of data maintained automatically in primary datacenter to avoid any HW related failures. If INFLIBNET Centre chooses the DR, the provider will need to ensure 2 copies of data are also maintained on the DR side.	Optional
The service provider will provide an option to automatically keep a copy of data in a geo-redundant DC.	Optional
The service provider should ensure data in transit from INFLIBNET Centre location to cloud, within primary and DR and data at rest is encrypted.	Mandatory
The CSP should be able to bill storage capacity in units of the average daily amount of data stored, in gigabytes (GB), over a monthly period	Mandatory
Service provider should be able to provide high IOPS storage (more than 50,000) per VM	Optional
Computing Services	
The instances should be able to support at least the following operating systems: Windows server 2012 or higher and one Linux Enterprise distribution (such as Oracle/Ubuntu/CentOS/SUSE).	Mandatory
The service will offer a secure Web administration interface, which must be provided to remotely administer the virtual instances: RDP for Windows instances and SSH for Linux instances.	Optional
The service will allow users to copy or clone virtual machines images for archiving, troubleshooting, and testing.	Optional
The service will provide the ability to provision Block Storage capabilities for the virtual machine instances. These storages can be dynamically scalable and Virtual Machine instances should be able to mount it as OS drives.	Mandatory
Pricing for the Data Transfer will use GB as measurement unit and will be divided on tiers that will present the different unit prices given the volume of monthly consumption.	Mandatory
In cloud service provider should deploy VM such that every virtual core should be mapped to physical core. No hyper threading or turbo boost allowed.	Optional

The Cloud service provider should be able to offer auto-scaling capabilities without manual interventions	Mandatory
CSP should support multiple OS - minimum are Windows, CentOS, debian, openSUSE, Ubuntu and RedHat Linux.	Mandatory
CSP should be able to provide PaaS capabilities on Advanced analytics	Mandatory
CSP should provide support to diverse application platforms through marketplace solutions - minimum are Tomcat, WordPress, appfog, Chef, Chyrp, django, Drupal, git, Hadoop, JBoss, Joomla, Liferay, Magento, Mantis, Memcached, NGinx, OrchardCMS, Ruby on Rails, Subversion, SugarCRM, X2CRM, SUSE Linux Enterprise Server, etc.	Optional
CSP should provide GUI, API and Shell script based access to the cloud resources.	Optional
CSP should provide option of using 2 factor authentication out of box	Optional
CSP should support multiple DB through marketplace solutions - minimum are MS SQL, MySQL, CouchDB, mongoDB	Mandatory
Network Services	
The service should enable the creation of IPSEC VPNs between in-house hosts and Virtual Machine Instances in the IaaS provider cloud.	Mandatory
The Proposer shall provide scalable redundant and dynamic network services meeting the following service requirements, options and units.	Mandatory
The service should provide a traffic management mechanism to implement both performance and availability based load balancing for virtual Machine Instances.	Mandatory
The service should provide controlled caching and geographic dispersion of static content to provide a Content Delivery Network (CDN) with edge locations on across continents. The service will provide a secure Web administration interface to remotely administer all the network related services.	Mandatory
CSP should be able to provide HW / SW based firewall per customer	Optional
The service provider should provide an option of extending an MPLS to cloud.	Optional
The services provider's infrastructure should be protected against DDoS	Mandatory
The solution must provide virtual network isolation capabilities among the virtual machines must support the use of private VLANs	Mandatory
Technical Support Services	
The Proposer shall ensure availability of the following technical support .24*7 support over phone for cloud availability and service related queries from the cloud service provider	Mandatory
Option for purchase of specialized deep technical support (L3 or higher) related to deployment, configuration, management and commissioning of the cloud and IaaS services directly from the cloud services provider	Optional
General technical support related to usage of the cloud services to the end customer (can be provided by bidder himself) including setting up of SSO, MSSQL, NoSQL database etc.	Optional
The CSP should publish the real-time status of all the services refreshed at least at a frequency of 5 min	Mandatory

The CSP should publish the history of service availability for all the services offered for a period of at least 3 months.	Mandatory
DR Requirement	
The DR automation software should be provided as a part of the overall DR-as-a-Service. The software must be provided under a usage model or subscription model.	Mandatory
The CSP should be able to migrate the existing environment to the proposed cloud without any downtime and with no additional cost (The current environment being Azure)	Mandatory
Market Place Availability	
The CSP should be able to provide capabilities of online store for thousands of certified, open source and community software applications, developer services and data—pre-configured for CSP environment.	Optional
INFLIBNET Centre should be able to Download, deploy the marketplace solutions and should have options of BYOL/ Usage- based /monthly fee charging models.	Mandatory
Managed Services	
CSP should either offer directly or via a partner managed services for 3 year which is extendable. The managed services should cover: 1) Remote management of the current cloud environment on day to day basis 2) Involvement and assisting INFLIBNET Centre while performing Test DR failover on need basis. 2) Involvement and assisting INFLIBNET Centre to raise trouble ticket associated with any issues. 3) Involvement to train new INFLIBNET Centre employees related to the project. 4) Involvement to assist INFLIBNET Centre to conduct planned DR or Unplanned DR failover in applicable scenarios as defined by INFLIBNET Centre.	Optional
The managed services partner should have acquired Gold Certified partner program from CSP on cloud services	Optional
The managed service partner should have experience and orders delivering services like Infrastructure as a service, Platform as a service, Backup & Monitoring, DR services, Cloud assessment, O&M operations and Data analytics on CSP platform	Optional
Security / Firewall	
Physical controls are in place to prevent customer data from leaving Cloud datacenter premises. In particular, disk drives that are used for customer storage but must be removed (i.e., hardware failure) are securely erased prior to their being returned to the manufacturer for replacement/repair. In the event that a defective disk cannot be fully erased, it is destroyed according to NIST 800-88 guidelines. The same is true for drives purposefully decommissioned.	Mandatory
Solution should be scalable to provide multi security blocks like URL Filtering, Anti-Virus etc	Mandatory
Security solution in Cloud should be able to inspect traffic as it arrives or leaves the virtual network	Mandatory
Proposed security solution should have unified security management for Firewall policies, url filtering, anti bot, anti-virus policy framework.	Mandatory
Solution should have granular logging, reporting, audit and compliance	Optional

management framework	
Proposed solution should provide multi-layer security in cloud to handle incidents related to intrusion, botnets	Mandatory
Security solution should be in leaders' quadrant of Gartner's Enterprise Firewall segment.	Mandatory
Solution should be manageable from centralized management in either datacenter or cloud.	Mandatory

The CSP should be able to publish the Cloud services rate card in the portal for all the services.	Mandatory
The CSP should have an option to pay for the cloud services through bank transfer post the invoices being charged on monthly basis	Optional
The cloud compute services should be charged on hourly basis and customer should be able to auto scale up or down based on their usage using the self-service portal. Billing should happen pro-rate based on the usage.	Mandatory
The CSP should be able to bill storage capacity in units of the average daily amount of data stored, in gigabytes (GB), over a monthly period	Mandatory
Pricing for the Data Transfer will use GB as measurement unit and will be divided on tiers that will present the different unit prices given the volume of monthly consumption.	Mandatory
CSP should be able to offer discounts on the cloud services over the portal published pricing if customer decided to go with annual monetary commitments for cloud services	Optional
CSP should offer the pricing for cloud services support for minimum 3 years.	Mandatory

10) *The Service Provider shall follow the following standards as part of implementation of the Project:*

#	Application	Standard
	Information Security	ISO 27001 Certified system
	Operational Integrity & Security Management	ISO 17799 Certified System
	Operation	ISO 9001-2008 Certified
	IT Infrastructure management	ITIL / EITM Specification
	Service Management	ISO 20000 Specification or latest
	Project Documentation	IEEE/ISO specifications for documentation
	Data Centre Tier	Tier III and above
	Transparency	SOC 1 & SOC 2

11) The service level agreements to be adhered to by the Service Provider for the performance of its obligations in respect of the Project are as set out at Annexure B.

4. PRE QUALIFICATION STANDARDS

4.1 PRE QUALIFICATION STANDARDS

Technical Bid (Pre-qualification criteria (Envelop No -1))

The Bidders are required to submit technical bid enclosing therewith photocopies of following documents, failing which their bids will be summarily rejected and will not be considered any further:-

Sr. No.	Pre-qualification Criteria As per tender Clause	Vendor Response/ Remarks	Page No.
01.	The bidder must be a company registered under the companies Act, of India/State Registrar.	Documentary (Certificate of incorporation) evidence to be submitted Registration Certificate to do the business for these items/work	
02.	The Bidder shall have experience of similar projects and should have been in the business and must have implemented/commissioned at least two Azure cloud implementation with Government Department/PSU/Autonomous Body or any reputed organization for a period exceeding two years as on 31-03-2017	Valid work order and certificate from the client in case implementation / commissioning in Client Data Centre	
03.	The bidder experience on provision of Cloud PaaS or IaaS or SaaS or ISP services. Supported by letter from the leading industry cloud provider.	Submit the copy of the Purchase orders	
04.	The Data Centre certified for Tier III or higher and physically located in India. Minimum 2 Data Centres should be physically located in India.	Submit the copy of the support documentation and Tier – III or higher from the third party agency.	
05.	The Bidder shall be a single Information Technology company, incorporated under the Companies Act, 1956. And in operation for at least 3 years as on 31-03-2017 and shall have their registered offices in India. The Company must be registered with appropriate authorities for all applicable statutory duties/taxes.	The Bidder has to submit validity proof the following: Certificate of incorporation; Memorandum and Articles of Associations Certificate of commencement (i) Certificate consequent to change of name, if applicable (b) Relevant legal documentation confirming the acquisition /merger, if any Copy of GSTN NO.	
06.	The Bidder must have on its roll at least 20 Technically qualified professionals with combinations in the following fields	Self-Certification by the authorized signatory with clear declaration of the	

	(i) System Integration (ii) Virtualization (iii) Security (iv) Experience in implementing the cloud solution as on 31-03-2017.	number of staff – year wise, level/designation wise.	
07.	The bidder should have valid GST Registration Certificate,	Submit photocopy of the documents.	
08.	The bidder must have (i) ISO 9001:2008 specifying requirements for a quality management system. (ii) ISO/IEC 27001:2013 for Information Security Management System (iii) CMMi Level 3 certification	Valid copy of the certification stating the location from authorised certificate authorities.	
09.	The bidder shall have executed “Similar Nature” of single order an amount not less than 30% of the bid value Rs.10 lakhs in last three financial years, ending 31 st march 2017 in Government Department/PSU/Autonomous Body or any reputed organization.	References order copy along with proof of completion certificate for the project to be provided.	
10.	The bidder should have sales & Service Business in India with average annual financial turnover not less than Rs.30 lakhs. during the last three years, ending 31 st March 2017.	Extracts from the audited Balance sheet and Profit & Loss Account of the Bidder in the format prescribed in Annexure- A	
11.	Earnest Money Deposit (EMD) of Rs.20,000/- (Twenty thousand only) in favour of “INFLIBNET Centre” payable at Gandhinagar.		
12.	The bidder should submit valid letter from the OEMs confirming following	submit documentary proof	
13.	Letter of Commitment	With each page duly signed and sealed by the authorized signatory of the firm in token of their acceptance. Annexure - B	
14.	Letter of Technical Proposal,	Annexure - C	
15.	Bidder’s Details / Correspondence details with regard to this tender,	Annexure - D	

16.	Power Of Attorney for Signing the Proposal,	Annexure - E	
17.	Anti-Collusion Certificate,	Annexure - F	
18.	Financial Proposal,	Annexure - G	

The Bidder has to ensure that while submission of the Bids, all the pages of the Bids are signed by the competent authority / authorized signatory and also all the pages are numbered and properly indexed. If any of the Bids is found to be without proper signature, page numbers and index, it will be liable for rejection.

5 INFORMATION & INSTRUCTION FOR BIDDER

- 5.1.1 The bids have been invited under two bid system i.e. Technical Bid and Financial Bid. The interested vendors are advised to submit Two separate sealed envelopes super scribing "Technical Bids "and "Financial Bids " to the INFLIBNET Centre, INFOCITY, Gandhinagar. Both sealed envelopes should be kept in a Third envelope of bigger size duly sealed suprescribed "Bid for Azure Cloud Services provider for Hosting of Web Application for National Institutional Ranking Framework (NIRF) Services.And also deposited/ dropped in the tender Box placed at the security cabin, INFLIBNET CENTRE, INFOCITY, GANDHINAGAR-382007 on or before 14.09.2017 at 1600 hrs.
- 5.1.2 Pre Bid Meeting will be held on 06.09.2017 at 16.00 hrs at premises of INFLIBNET. Bidder can end their queries to Section Officer (Purchase & Store) (shahana@inflibnet.ac.in) and copy to Mr.Raja V., Scientist-B (CS) (raja@inflibnet.ac.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. The entrance to the Pre Bid Meeting will be limited to two persons per bidder and carrying valid authorization letter on official letter head bearing company seal for those who will submit the tender document fee before the Pre Bid Meeting.
- 5.1.3 Bidders / applicants must have to submit the Earnest Money Deposit (EMD) / Bid Security of Rs.20,000/- (Rs. Twenty Thousand only)in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks drawn in favour of "INFLIBNET Centre" payable at Gandhinagar. The bid security will remain valid for a period of forty-five days beyond the final bid validity period from the last date of submission of bid.
- The Bid securities of the unsuccessful bidders should be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.
- 5.1.4 Bidder should have interest free valid Performance Bank guarantee (PBG) / performance Security of 10% of order value in the form of an Account Payee Demand Draft, Fixed Deposit receipt, Bank Guarantee of any commercial bank drawn in favour of "INFLIBNET Centre" Payable at Gandhinagar.
- The performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier.
- 5.1.5 Duly filled Tender for qualification shall be submitted in proper format and incomplete offers shall be liable for rejection. Copy of each required documents should be submitted with technical bid for assessment.
- 5.1.6 Bids of those bidders who have submitted all information, statistical details as required in the bid documents. If the employer desires any clarification/ verification for any ambiguity or difference found in the documents/statistical details submitted by the bidder the same shall be furnished

within stipulated time otherwise further processing will be carried out in absence of above and the bidders shall be liable for any consequence.

- 5.1.7 The Bidder shall not be allowed to withdraw or modify the offer on his own after the last date of submission of bid. If any Bidder withdraws or makes any modifications or additions in the terms and conditions of his tender not acceptable to the INFLIBNET then the INFLIBNET shall without prejudice to any right/ remedy, will have liberty to forfeit the said Earnest Money in full or part.
- 5.1.8 Financial data, project costs, value of works etc. should be given in Indian rupees only.
- 5.1.9 The bid prepared by the BIDDER and all correspondence and documents relating to the bid exchanged by the BIDDER and the Employer shall be written in the English / Hindi language. Supporting documents and printed literature furnished by the BIDDER may be written in another language, provided these are accompanied by a translation of its pertinent passages in English / Hindi and should also be notarized. Failure to comply with this condition may disqualify a bid. For purposes of interpretation of the bid, the English translation shall govern.
- 5.1.10 The bidder while submitting the pre-qualification bid for the works shall be required to provide satisfactory evidence in respect of the information furnished by them in their application for pre-qualification regarding their structure and organization, financial position/arrangement, resources of the firm, including personnel and equipment, experience as well as works on hand etc. The applicant's attention is explicitly drawn to the fact that even after the prequalification of potential bidders has been already carried out, all bidders shall include statement of the change that may have occurred since pre-qualification with particular reference to the various items listed above and that further price bid will be opened for successful Bidders only on the basis of careful scrutiny of all above information furnished by the applicant.
- 5.1.11 All rights are reserved with INFLIBNET for deciding Pre- Qualification of bidders and regarding acceptance of the price bids. No claim on this account will be entertained.
- 5.1.12 INFLIBNET reserves the right to call any information / document which is mandatory, essential and critical for the purpose of evaluation. Any information provided by the bidder after last date of submission will not be considered in evaluation, unless except INFLIBNET has specifically asked for any information / document, which is mandatory, essential and critical for evaluation of PQ document. If required information is not furnished within stipulated time, proposal will be liable for rejection.
- 5.1.13 If any of the information provided by the bidder is found false during scrutiny or at the later stage, EMD shall be forfeited and shall be disqualified for the proposed work. If any of the information provided by the bidder is found false or misleading after award of work, the performance security & Security Deposit of the bidder shall be forfeited and the contract shall be terminated.
- 5.1.14 Information relating to the examination, clarification, evaluation and comparison of bids and recommendation for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Employer's, processing of bidder s or award decisions may result in the rejection of the bidder's bid.
- 5.1.15 Each Bidder shall submit only one bid. A Bidder who submits or participates in more than One Bid (other than as a subcontractor or in case of alternatives that have been permitted or Requested) will cause all the proposals with the Bidder's participation to be disqualified.
- 5.1.16 If any of the provisions or conditions are found contradictory, interest of the Government will be maintained and decision of the tender inviting Authority will be final.
- 5.1.17 All bidders have to fill up all the forms as per the performance mentioned in this tender document and also submit certificates asked for in this tender document.

- 5.1.18 The bidder will have to ensure that the bid documents is available physical copy before last date and time at the above mentioned address
- 5.1.19 The Centre will open bids of all the bidders received before last date and time in the presence of Bidders representatives who choose to attend the opening in the office address mentioned above. No person other than nominated persons shall be permitted to attend Bid opening.
- 5.1.20 First of all, the envelopes containing EMD of Rs.20,000/- (Twenty thousand only) drawn on separate Demand Draft of any Nationalized bank in favor of INFLIBNET CENTRE, payable at Gandhinagar, will be opened.
- 5.1.21 Prequalification check will be carried out by the Centre subsequently. During pre-qualification all the terms and conditions asked in pre-qualification (similar kind of work order, experience, qualified staff, capacity to hold on spares required for Services.....etc.) will be checked.
- 5.1.22 All financial terms and conditions will be checked like I.T. returns of last three years along with C.A. certificates, F.D., E.M.D., Performance Bond, Security Deposit etc., whatever required and asked in the tender.
- 5.1.23 Due to unforeseen circumstances, if the tender is not opened on the stipulated date, the same will be opened on the next working day at the same time i.e. 16:00 hrs. INFLIBNET Centre will not be responsible for any postal delay or otherwise intimated.
- 5.1.24 The bidder shall nominate only two representatives to attend the Bid opening on his behalf. Name, Authenticated Passport size photographs, designation and relationship with the bidder of such nominated persons along with their attested signatures should be given along with the Bid.
- 5.1.25 Bidders' name, Bid modifications or withdrawals, the presence or absence of requisite EMD and other such details as the Employer, at its discretion, may consider appropriate, will be announced at the opening.
- 5.1.26 Bid (and modifications sent pursuant to relevant clause) that are not opened and read out at Bid opening will not be considered for further evaluation, regardless of the circumstances.
- 5.1.27 Information relating to the examination, clarification, evaluation and comparison of bids and recommendation for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Employer's, processing of bidders or award decisions may result in the rejection of the bidder's bid.
- 5.1.28 All bidders have to quote for Azure Cloud Services provider for Hosting of Web Application for NIRF Application and Services for the period of three years.
- 5.1.29 Initially the contract will be for a period of three years, which may be extended further by two more years on same terms & conditions and rates by mutual consent and understanding of both the parties. No Bidder can claim for any right for this Discretion.
- 5.1.30 The rates quoted shall be inclusive of standard taxes such as transportation, GST, etc. However, the GST or its equivalent, as may be in force in future would be paid on actual basis at the applicable rate if quoted separately.
- 5.1.31 All communications, correspondence and documentation requested in this Tender and the subsequent work shall be addressed as follows,

Section Officer, INFLIBNET Centre, Infocity, Gandhinagar-382 007, Gujarat.

CONTACT: sectionofficer@inflibnet.ac.in TEL NO. 079-23268141, 23268143

For Technical query : Mr.Raja V., Scientist-B (CS) raja@inflibnet.ac.in

Tel. No. 079-23268325

6. Other Terms and conditions

6.1.1 Delivery requirements (As Applicable)The successful bidder will be responsible for the delivery of the services within the time period as follows:

- The total time necessary for the technical set up related to provision of cloud storage for NIFT, will not exceed 30 days from the date of LOI or Work Order.
- The vendor should submit “Project Setup Completion Report” after completion of the “Azure Cloud Setup” for NIFT.
- The User Manual document and any other technical documents relevant to the system preserving data for NIFT have to be delivered to NIFT after the acceptance of the system by NIFT within 45 days of LOI or Work order.

6.1.2 Payments would be made in equated quarterly installments against satisfactory performance determined through a Quarterly Progress Report (QPR) and the initial one time charges, if any for the configuration and set up of Azure Cloud System/Storage would be cleared after submission of Project Completion Report.

6.1.3 National Institutional Ranking Framework (NIRF) may, at their sole discretion, require Acceptance Testing for new implementations of the vendor’s proposed solution. The vendor must meet a Standard of Performance before Acceptance. This Standard of Performance is also applicable to any additional, replacement, or substitute products or any product that is modified by or with the written approval of NIRF after having been accepted. The acceptance testing should include security testing by agencies (e.g. ERTL, IIT etc.) to be selected by NIRF.

6.1.4 Warranty, Maintenance & Audit

The successful bidder must furnish a warranty for the Azure cloud storage services provided by the bidder till end of the contract. A standard warranty format should be enclosed along with the technical bid. The successful bidder shall also include audit report regarding the functionality, security and vulnerability aspects of the overall Azure cloud storage system (including hardware, software and firmware) as a part of advanced verification towards satisfactory performance.

6.1.5 Completion of contract

Unless otherwise terminated under the provisions of any other relevant clause of document, contract shall be deemed to have been completed after issuance of the Acceptance Certificate from Officer-in-charge in accordance with Acceptance Criteria as defined against performance measurement of the cloud storage system.

6.1.6 Work Completion and Liquidated Damages

If any part of the service in respect of the work assigned and undertaken by the successful Vendor for which this contract is being entered into is not rendered/delivered in time, The NIRF shall be entitled to levy and recover Liquidated damages/penalty at 1% per week or part thereof of the delay subject to 10% maximum, on the payment due to the Vendor for the particular stage. Liquidated damages will be recovered from the regular payments towards warranty support / post warranty maintenance commitments or from any sum that may become due to the vendor out of this contract.

6.1.7 Data Backup, Recovery and Synchronization:

The vendors providing Azure cloud storage is always supposed to ensure the recovery of data kept by the customer in their backup server in case of loss or damage of data. In other words, these vendors should ensure keeping multiple copies of data stored by the customer. These

copies should always remain in sync with each other, i.e. automated data synchronization has to be ensured by such service providers.

- 6.1.8 Availability: The Azure cloud storage server should be accessible round the clock and the authorized users should be enabled to access data on ad hoc basis.
- 6.1.9 Confidentiality: The data stored in the remote cloud storage should be confidential meaning that the authorized personnel of the customer should only be allowed to access the data and no other external agency would be allowed to get the data without written permission of the customer.
- 6.1.10 Integrity: The data once stored by the authorized personnel of the customer should remain in the virtual server as long as both the parties agree without any sort of modification/alteration/deletion of the data unless it is explicitly done by the customer itself. The vendor providing Azure cloud service has to ensure that data once deleted by the customer gets physically removed from all instances of the server except from the backup one.
- 6.1.11 Security: The infrastructure including both the hardware and software owned by the vendor should be audited by some reputed organization of national or international standard e.g. Comptroller and Auditor General of India (CAG) has performed IT System audit.
- 6.1.12 Provision for System Audit Trail Log: The Azure cloud system should ensure that the activities performed in the system are being recorded in the audit trail log files. These log files are essential to track activities performed while accessing the cloud virtual server by the users. Prevention of unauthorized access should be the core feature of the system as well.
- 6.1.13 Prevention of Spilling over of data to another Hypervisor: It is always desirable to ensure that the data stored in one virtual machine does not spill over to another hypervisor having less secure accessibilities. This might lead to reduction in confidentiality and privacy of data to a considerable extent. External users should not be allowed to create virtual machines in the host computer and they are even not allowed to access virtual machines owned by another customer. The hypervisor should be capable enough to prevent data leakage.
- 6.1.14 Availability of Antivirus Tools in the Azure cloud server: The vendor providing Azure cloud storage facilities must ensure that proper anti-virus software has been installed in the operating system to prevent any sort of security threats that may cause damage to the data stored in the virtual cloud server.
- 6.1.15 Securing the network in the Azure cloud: Network-based security tools such as firewalls, intrusion detection systems and monitoring applications are required to be installed to protect the hypervisor run by the VMware from unintended and suspicious access by outsiders.
- 6.1.16 The vendor shall provide the all sorts of technical support services in order to maintain integrity, confidentiality and availability and all other related security aspect of the data stored in their server as a part of their own system. NIRF shall, in any circumstances, not be held responsible for any sort of disaster caused in the cloud system owned by the participating vendor. It is the responsibility of the participating vendor to completely take care of their own cloud system including hardware and software.
- 6.1.17 It is the Purchaser's policy to require that bidders, suppliers, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with INFLIBNET shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to INFLIBNET resulting from any cancellation. INFLIBNET shall then be entitled to deduct the

amount so payable from any monies otherwise due to the contractor under contract.

- 6.1.18 In case of if THE BIDDER staff found misbehaving or any services found not in proper working condition heavy penalty (i.e. Maximum 2.5 % total Contract value.) will be charged and deducted from THE BIDDER quarterly or annual bill. The penalty charge figure is sole authority of INFLIBNET officer and THE BIDDER cannot have any litigation for this against INFLIBNET.
- 6.1.19 At any time prior to the deadline for submission of bids, the INFLIBNET may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective BIDDER, modify the Bidding Documents by amendment / addendum. The amendment / addendum shall be part of the Bidding Documents pursuant to relevant Clause and will be placed on www.inflibnet.ac.in in tender section and shall be binding to bidders.
- 6.1.20 In order to afford prospective bidders reasonable time, in which to take the amendment / addenda into account in preparing their bids, the Centre may, at its discretion, extend the deadline for the submission of bids.
- 6.1.21 The Price Bid as per Performa given in the tender documents as Part – B and then price filled up and submitted in Envelope No -2, duly sealed superscript with name of tender. Any conditions given in the Price Bid may cause rejection of Bid.
- 6.1.22 The financial bids of only technically qualified bidders will be opened in the presence of their representatives attending bid opening on a specified date and time.
- 6.1.23 Rates should be quoted separately for each item. Prices should be inclusive all taxes, and charges.
- 6.1.24 The prices should be quoted in Indian Rupees.
- 6.1.25 The Tender Evaluation Committee will evaluate the tenders on the information provided by them in pre-qualification and shall set cut off level to qualify required number of vendors for their financial bids. Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened on a date, time & place to be notified later in presence of short listed bidders or their authorized representatives. The L1 bidder (qualifying total eligibility criteria) will be arrived at after consideration of all aspects by the Committee so nominated for the Contract.

7.

PART -B
PRICE BID & SUBMISSION OF BID

Price Bid (Envelop No. 2)

To:

Director,
INFLIBNET Centre

Financial Proposal

[On the letterhead of the Bidder]

#	Item	Contract Period	Unit Price	Quantity.	Total Amount in Rs. (INR)
1	Azure Cloud Service Provider for hosting Web Application of National Institutional Ranking Framework (NIRF) INFLIBNET Centre	Three Years			
	Total Three Year Payment (INR)				
	GST				
	(Levies should be indicated here)				
	Total One Year payment (INR) incl taxes				

Total Amount in figures _____

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location

Date]

8. SUBMISSION OF BID

- 8.1 The bid shall be written in English only.
- 8.2 The bid prepared by the bidder shall comprise of (i) technical bids and price bid. Bid may be submitted in the following manner:
- 8.3 Envelop No. 1- Shall contain all the information and documents in the same serial order as shown in the Pre-qualification criteria technical bid. The complete document should be numbered chronologically. On the top of envelope must be superscribed "Technical Bid". Shall also contain the bid EMD.
- Envelop No.2- Shall contain the rates/prices duly filled in and signed and stamped. On the top of envelope must be superscribed "Price Bid".
- (Please note that the price should not be indicated in any of the documents enclosed in envelope 1).
- 8.4 All the envelopes must be superscribed "Bid for Azure Cloud Service for NIRF" with due date and time and shall be sealed in third envelope of bigger size addressed to The Section Officer (P&S), INFLIBNET CENTRE, INFOCITY, GANDHINAGAR-382007. The Tender must reach on or before 14.09.2017 at 1600 hrs. OR deposited/ dropped in the tender Box placed in the security cabin.
- 8.5 Incomplete and conditional tender will be rejected.
- 8.6 All the envelopes shall indicate the name and address of the bidder to enable the bid to be returned, if required.
- 8.7 No other method/means of submission of bid except as stated above shall be acceptable. All the documents submitted in the bid must be legible and self attested. Otherwise the bid is likely to be rejected. Each page of technical and price bid should be duly signed & stamped.
- 8.8 Late/ or delayed tenders shall not be considered. Therefore, please ensure that the tender is submitted/ posted well in time to reach us before the due date. No conditional discounts will be allowed.

9. RIGHT OF INFLIBNET

- 9.1 INFLIBNET reserves the right to reduce or increase the scope, which shall have monetary effect accordingly.
- 9.2 INFLIBNET reserves the right to delete any of the services from the contractor's scope of service at any time during the currency of this contract, which shall not be liable for billing. The contractor shall not claim any compensation for the same.
- 9.3 The Director, INFLIBNET reserves the right to accept or reject any or all tender(s) without assigning any reason whatsoever at any stage of the tender process.
- 9.4 Dispute Settlement: In the event of any dispute between NIRF & the vendor, the decision of the NIRF authorities would be final and binding. All disputes arising out of the contract shall be settled in Courts in Gandhinagar or Ahmedabad jurisdiction only.

ANNEXURE - A

Format of the extracts from the audited Balance sheet and Profit & Loss Account

[On the letterhead of the Bidder]

Annual turnover details of the Bidder from *[insert relevant details]*

#	Financial Year	Turnover in Indian Rupees
A	2014-2015	
B	2015- 2016	
C	2016- 2017	
Aggregate Annual Turnover (A+B)		

[Extra rows may be added, if required]

**Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the above mentioned financial years shall submit as supporting evidence.*

- 1. Please affix the signature of the authorized signatory of the Bidder with name, designation, seal and date here.***
- 2. Please affix the signature of the authorized signatory of the statutory auditor of the Bidder with name, designation, seal and date here.***

Note: IT related activities/ services should mean projects involving development of software, end to end Integrated IT Software Implementation, system integration, supply of hardware, provisioning hosting & maintenance services, providing networking support, providing operational and maintenance services for integrated IT software and IT infrastructure.

ANNEXURE - B

Format of the Letter of Commitment

(On the Letterhead of the Bidder) Date: [/ /]

To:

Director,
INFLIBNET Centre

Re: Appointment of Cloud Service Provider for hosting NIRF Web Application on Azure Cloud.

Sir,

This has reference to the Proposal being submitted by _____ (*name of the Bidder*) in respect of the Project.

We hereby acknowledge and confirm the following:

We, _____, have examined in detail and have understood and satisfied ourselves regarding the requirements of the Project, including in respect of the following:-

- (a) The Tender Document issued by the INFLIBNET Centre; and**
- (b) All subsequent written communications issued by the INFLIBNET Centre to the Bidders.**

I declare that all the provisions of this two bid systems tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and I am, therefore, competent to make this declaration.

Thanking you,

Sincerely,

[Bidder's name with seal]

[*Authorized Signature (in full and initials)*
Name and Title of Signatory
Address
Location
Date]

ANNEXURE - C

Letter of Technical Proposal
[On the letterhead of the Bidder]

Subject: Submission of the Technical Proposal in accordance with the Tender

Dear Sir,

We, the undersigned, offer to provide the following services in accordance with the RFP/Bidding Documents for Cloud Service Provider for hosting NIRF Web Application on Azure Cloud.

We are hereby submitting our Technical Proposal in this regard.

We hereby declare that all the information and statements made in this Technical Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the Bidding Documents issued by the INFLIBNET Centre. We would hold the terms of our Proposal valid for 180 (one hundred and eighty)days or any extension thereof as stipulated in the RFP.

We understand you are not bound to accept any Proposal including Technical Proposal you receive.

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location

Date]

ANNEXURE D

Bidder's Details

This section provides the outline, content and the formats that the Bidders are required to follow in the preparation of the Pre-Qualification Bid

(On the Letterhead of the Bidder)

To:

Director,
INFLIBNET Centre

Sir,

Subject: Appointment of Cloud Service Provider for hosting NIRF Web Application on Azure Cloud.

Reference: Tender No:....., dated: 30.08.2017 .

We, the undersigned Bidders, having read and examined in detail all the Tender documents do hereby propose to provide the services as specified in the Tender document number Dated:along with the following:

Our correspondence details with regard to this Proposal are

#	Information	Details
	Name of the Contact Person	
	Address of the Contact person	
	Name, designation and contact, address of the person to whom, all references shall be made, regarding this Proposal	
	Telephone number of the contact person	
	Mobile number of the contact person	
	Fax number of the contact person	
	Email ID of the contact person	
	Corporate website URL	

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading in any manner, we are liable to be dismissed from the selection process or will lead to the termination of our engagement during the implementation of the Project.

We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge and belief.

We understand that our Bid is binding on us and that you are not bound to accept a Bid you receive.

Thanking you,

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location

Date]

ANNEXURE - E

The Power Of Attorney for Signing the Proposal

[To be executed on stamp paper of appropriate value.]

Know all ye men by these presents, we, (*name of the Bidder and address of the registered office*) do hereby irrevocably constitute, nominate, appoint and authorise Mr. / Ms. (*name of the attorney*), son/daughter/wife of and presently residing at, who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for Azure Cloud Service Provider for hosting Web Application of National Institutional Ranking Framework NIRF incidental thereto, in the manner specified in the Bidding Documents, for the INFLIBNET Centre of the State of Gujarat ("Project") proposed by the INFLIBNET Centre (the "INFLIBNET Centre") including but not limited to signing and submission of all applications, Proposals and other documents and writings, participate in Bidders' and other conferences and providing information / responses to the INFLIBNET Centre as per the Bidding Documents including the Tender Document dated _____, representing us in all matters before the INFLIBNET Centre, signing and execution of all contracts in connection with the Project and undertakings consequent to acceptance of our Proposal, and generally dealing with the INFLIBNET Centre in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us and/or till the entering into of the Services Agreement with the INFLIBNET Centre;

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAS EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 2017.

For.....

(Signature, name, designation and address)

Witnesses:

1.

2.

Accepted

Notarised

(Signature, name, designation and address of the Attorney)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*

Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

ANNEXURE - F

Format of the Anti-Collusion Certificate

(On the Letterhead of the Bidder)

Date: [●]

To:

Director,
INFLIBNET Centre

We hereby acknowledge, certify and confirm that in the preparation and submission of our Proposal for Appointment of Azure Cloud Service Provider for hosting National Institutional Ranking Framework (NIRF) Web Application on Azure Cloud incidental thereto, in the manner specified in the Bidding Documents, for the INFLIBNET Centre of the State of Gujarat(“**Project**”), we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as illegal, corrupt or anti-competitive or jeopardize our ability to implement the Project in accordance with the Bidding Documents and/or applicable law.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with our Proposal in respect of the Project.

Dated this _____ Day of _____, 2017

(Name of the Bidder)

(Signature of the Authorised Person)

Name:
Designation:

[Please specify the name and designation of the Authorised Person]

FORM OF AGREEMENT

This agreement made the _____ day of the month of _____ in the year 20.... BETWEEN, The Information and Library Network Centre (Hereinafter called "INFLIBNET") or Client which expression shall unless repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns, having its Head office at INFOCITY, Gandhinagar 382 007, Gujarat, India on the ONE PART; and

*Shri _____ S/D/o _____ resident of _____ the sole proprietor of M/s _____ having office at the following address _____

* M/s. _____ the partnership firm having an administrative/principal office at _____ represented by its Managing/duly authorised partner.

* M/s. _____ company/body corporate incorporated under the provisions of the Companies Act 1956 having its registered office at the following address _____, duly represented at _____ duly represented by its constituted and authorized Managing Director, Shri _____ and (hereinafter called the Tenderer which term shall also be called the Supplier or the Contractor) which expression shall unless repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns on the other part

WHEREAS THE Client/ INFLIBNET is desirous that certain works should be designed, supplied, installed, tested & commissioned as detailed in the notice inviting tender and their office mentioned and called for invitation to tenderers for the supply, installation and performance of such works has been accepted by the INFLIBNET on the terms and conditions as set out therein and inter alia others.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to.

2. The following documents not inconsistent with these presents shall be deemed to form and be read and construed as part of this agreement viz;

a) Notice inviting Tender

b) General rules and Instructions for the guidance of tenderers.

c) The Tender, Letter of Acceptance, Letters from & to the tenderer, if any, leading to and prior to acceptance letter.

d) General Conditions of contract and clauses of contract along with Annexures thereto.

e) Schedules consisting of Technical Specifications, Special Conditions, Compliances, Comprehensive AMC terms, tender drawings if any, etc.

f) Schedule of quantities including Prices and tendered amount known as Price - Bid.

g) The details submitted in technical bid, design, site survey and such other commitments like Annual Maintenance Charges for the period mentioned shall be part of the agreement.

[Note : * Strike off whichever is not applicable]

3. In consideration of the payments to be made by the INFLIBNET to the tenderer, the tenderer hereby covenants and agrees with the INFLIBNET to complete the works in conformity in all respects and subject to all terms and conditions/rules as mentioned in the General Conditions as also in the aforesaid documents which shall form part of this agreement.

In witness whereof the parties hereto have hereunto set their respective hands and seals the day and year first above written.

Signed,sealed and delivered by the said tenderer,_____ to the
CLIENT(INFLIBNET)_____in the presence of:

Signature of Tenderer (with seal)

Signature of Authorised representative
of the Client/INFLIBNET Accepting Authority.

Witness (Signature, Name & Address):

1).

2).

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY DEPOSIT

To,

The Director, INFLIBNET Centre

WHEREAS.....

.....

.....

(Name and address of the supplier) (Hereinafter called "the supplier" has undertaken in pursuance of contract no.....Dated..... to supply (description of goods and services) (hereinafter called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of

(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein,.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to and including theDay of.....20.....

(Signature with date of the authorized officer of the Bank)

.....

.....

(Name and designation of the officer)

.....

(Seal, name & address of the Bank and address of the Branch)

FORMAT FOR EARNEST MONEY DEPOSIT / BID BOND

**Requirements for hosting of Web Application
(Current resources running on NBA tenant)**

S No	Application Role	Availability	Deployment Class (Dev/QA/Prod/DR)	Software platform	Instances	No of CPU cores	Minimum RAM	Minimum Local Disk (in GB)	Additional Storage (NFS/CIFS/SMB)
1	Web Front end		Production	.NET	2	2	7 GB		2TB
2	Database	Active-Active	Production	MSSQL	2	4	14 GB		2 TB
3	File Storage	Replication	Production	NFS/CIFS	1				2TB
4	Web App	Auto-Scale	Production	.NET	4(Scalable upto 6)	4	7 GB		1TB
5	Load Balancer		Production	Inbuild load balancer with web app					
6	Back-UP services		Production /DR	Backup provides by CSP	All the production and DR instances				
7	CDN		Production		1				