

STATE URBAN DEVELOPMENT AGENCY

"ইলগাস ভবন", এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা ৭০০ ১০৬, পশ্চিমবঙ্গ।

"ILGUS BHAVAN", H-C Block, Sector-III, Bidhannagar, Kolkata 700 106, West Bengal.

Phone No : (033) -2358-5767/6403

SUDA- 246/2018/৭৭০৭

Notice Inviting Tender

Dated: 12.03.2020

Sealed quotations are invited from registered limited companies/firms/ organizations having experience in undertaking "Domain Name with Web Space & E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis."

The configuration of the desired Server we intend to Rent as follow

Server Hardware Configuration	Qty	Remarks
<ul style="list-style-type: none"> Intel E3-1265LV2 Quad Core 16 GB RAM 1000 GB HDD in RAID 1 15 TB Bandwidth 1 Dedicated IP + 2 Free IPs Full Root Access Instant Provisioning Free cPanel <p>Server Backup:</p> <ul style="list-style-type: none"> 25 GB Disk Space AES 256 bit Encryption On-demand Backup Upto 100 Websites Unlimited Database Daily Auto Backups 	1	<ol style="list-style-type: none"> Uptime should be 99.9% Minimum Required Bandwidth 4-8MBPS Regular backup should be taken Rated Power Supply Apache servers for PHP and MYSQL to be installed Required OS: Centos/UBuntu SMTP/POP and dedicated IPS
Mail ID	30	
Domain Name	1	wbsuda.org

SCOPE OF WORK :

- To provide the service and set-up for 30 (Thirty) email ids to SUDA.
- Domain name should be as desired by this Authority.
- The domain e-mail service should be high secure having HTTPS enable.
- Space for email inbox should be unlimited. Allocation of space should be done by the system administrator by secure admin panel.
- Each email account will get separate and individual interface for browser based webmail. The design of interface should be customized as desired by this Authority.
- Administrative panel should provide following functionality.
 - Add/ Edit/ Delete facility in e-mail user.
 - Change/ Reset of password for email user.
- Email service should have POP3 and IMAP enable facility.
- Vendor should be responsible for restore /backup of individual email service if required.
- One day training program should be arranged by successful bidder for Officer/Staff on this Authority. No extra payment will made for this training program.
- Mail Server/ Any Backup Server should be hosted in India. **Required document should be furnished along with the technical bid.**

Interested agencies having at least 05 (five) years of experience from Kolkata & NCR specialized in providing dedicated servers and load balancers may apply.

Experience documents & EMD of Rs. 7000.00 in the form of Demand Draft in favour of **State Urban Development Agency** payable at Kolkata must be submitted along with the tender.

The envelope super-scribed as " Domain Name with Web Space & E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis " complete with all tender documents may be dropped in the Tender-Box placed at Reception Counter, **State Urban Development Agency (SUDA), ILGIJS Bhavan HC, Block Sector III, Salt Lake , Kolkata - 700 106.**

The last date for submission of the tender is **19.03.2020 up to 2.30 pm.** and will be opened on the same date at **3:00 pm.** Incomplete and conditional tenders/bids shall be summarily rejected. The Director SUDA reserves the right to reject any or all the tenders without assigning any reason thereof.

Terms & Conditions:

- 1) The agreement is maximum for a period of **01 (One) Year** initially and may extend on satisfactory performance.
- 2) The SUDA can terminate the agreement with 01 (one) month's notice without giving any reason.
- 3) Setup should be extensible.
- 4) Data management in case of disaster.
- 5) The agency should provide maintenance in case of any failure of hardware/network components,
- 6) Network should be able to prevent any kind of DOS attacks.
- 7) The agency should provide anti-virus to protect the system from computer Trojan/viruses.
- 8) The agency should provide third party software such as VNC for remote desktop/sftp for file transfer/PHP & MySql for the application/remote database connectivity etc.
- 9) In case of a fault it should be restored within 24 hrs.
- 10) The agency should use all the licensed software in the servers.
- 11) The agency should ensure privacy of data and that no eves-dropping occurs on the network.
- 12) All the materials will be copyrighted, so the vendor should not disclose or redistribute the same to anybody for any further usage.
- 13) Both the parties should indemnify each other from any unlawful activities.
- 14) Services provided by the agency should not violate any laws, regulations or treaties.
- 15) The agency should not come & claim any other extra charge arising due to replacement or damage of a hardware/network component.
- 16) As & when required by the SUDA, the agency shall provide information/data available on server.
- 17) Validity of Bid: 30 days from the date of opening of the Financial Bid.
- 18) Withdrawal of Bid: A Bid once submitted shall not be withdrawn within the validity period.
- 19) Acceptance of Bid : State Urban Development Agency (SUDA), reserves the right to accept or reject any or all proposals without assigning any reason thereto. SUDA reserves the right to withdraw from the process or any part thereof to accept or reject any/all offer(s) at any stage of the process and/or modify the process or any part thereof or to amend any terms without assigning any reasons.

Bidding Procedure:

The prescribed tender documents consisting of

- (i) Technical Bid and**
- (ii) Financial Bid**

Technical Bid:

Technical bid should contain all the technical specifications. Recommendation and other details as deemed fit by the company/firm/ organizations to evaluate their capability of undertaking the Domain Name, Domain Space. E-mail Service for State Urban Development Agency ((SUDA), West Bengal on rental basis.

The vendors will be first assessed based on the Company Profile having various factors related to their organization. area of expertise, similar type of work and mainly technical proposal and their understanding of the work and demonstrating their capability to successfully execute the work.

Vendors who may not be able to demonstrate their understanding/ capability will be rejected from the process of further evaluation.

Financial Bid

For successfully selected Vendors, the financial bid shall be opened and compared for financial proposals

Instructions to Bidders

- Registered Companies/ firms/ Organizations having experience in Domain Name, Domain Space, E-mail Service are eligible to submit bid.
- The tender documents can be downloaded from website www.wburbanservices.gov.in & www.sudawb.org
- Proposal may be submitted by interested bidders only as a single entity. No Consortium/JV is allowed.
- A Bidder can submit only 1 (one) proposal. If multiple proposals are submitted, all the proposals shall be out-rightly rejected.
- The prescribed tender document consisting of (i) Technical Bid and (ii) Financial Bid. sealed separately in two different envelopes superscribing "Technical Bid" and "Financial Bid". and placed in a duly sealed big single envelope superscribing "**Domain Name, Domain Space and Email Service for State Urban Development Agency (SUDA), West Bengal on rental basis.**", may be submitted by hand/by Speed Post to office of "**State Urban Development Agency (SUDA), ILGUS Bhavan HC, Block Sector 111, Salt Lake , Kolkata - 700 106.**" so as to reach within the scheduled date and time.
- Financial bid will be opened only for those bidders who will qualify on the basis of technical Bids.
- The bidder shall quote the price of the complete project inclusive of all taxes and duties.
- No price escalation will be allowed.

Other Conditions of Contract

- 1) To assist the examination, evaluation and comparison of bids, SUDA, may at its discretion ask the bidder for clarification of its bid including price. The request for clarification and the response shall be in writing.
- 2) **Delivery and hosting period:** Within 07(Seven) days from the date of work order.
- 3)**Payment terms:** On successful and satisfactory deployment certified by authorized Representative of SUDA, payment will made subject to deduction of taxes and duties as applicable .
- 4) **Maintenance:** The vendor shall maintain the web application for 1 (One) year after the date of implementation.
- 5) SUDA reserves the right to accept or reject any offers without assigning any reason thereof, and to amend the terms and conditions before award of the work.
- 6) Documents to be submitted: Interested vendors eligible shall furnish the following documents along with Technical Bid :-
 - a. Bidder shall have to produce work order/completion certificate with respect to the undertaking similar nature of work within last 3 (three) years.
 - b. Details of similar and relevant work handled.
 - c. Certificate of work undertaken from the agency or department.
 - d. Company Profile. Write up on company's experience as a provider for Domain Space, Web email solution.
 - e. Valid Trade License, PAN No, GST Registration Certificate.
 - f. Financial bid should be enclosed in a separate sealed envelope.

Evaluation :

Opening of Bid: Proposals will be opened by SUDA manually. First the outer envelope shall be opened after cross checking that it is properly sealed. The name and address of the bidder shall be recorded. After which, it will be verified whether all the 3 (three) envelopes are present within the outer opened envelope containing the EMD, Technical Proposal and Financial Proposal. If any of the envelope is missing, the proposal might be liable to be rejected. Once, the above is confirmed, the EMD envelope shall be opened and verified about the submitted instrument. If the EMD is not found to be in order, the proposal shall be out rightly rejected. Once EMD is confirmed, SUDA will go ahead with the Technical Evaluation process by opening of the Technical Proposal envelope. Scrutiny of proposal, evaluation of the same and recommendation thereafter will be made by SUDA.



DIRECTOR,SUDA

FINANCIAL BID

Name of Work: Domain Name Domain Space E-mail Service for State Urban Development Agency (SUDA), West Bengal on rental basis.

SL No	Description of Work	Quoted Rate (In Figures) Inclusive of all GST. duties and all other costs/expenditure related to the assignment	Quoted Rate (In Words) inclusive of all taxes, GST, duties and all other costs/expenses related to the assignment
1	Domain Name Domain Space E-mail Service for State Urban Development Agency (SUDA) , West Bengal on rental basis for One (1) Year		

N .B. - The above quoted rate is inclusive of all taxes. GST, duties and all other costs/expenses related to the assignment

Total Bid Price in Rs.....

In words -----

Signature of Bidder with seal

Name _____

Business address

Tel. No.& Mobile-----

Email _____

Place:

Date: