



**CENTRAL GOVERNMENT EMPLOYEES WELFARE
HOUSING ORGANISATION**

(An Autonomous Organisation, M/o HUA)
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E-TENDER NOTICE FOR IT SERVICES

CGEWHO, an Autonomous Organisation of Govt. of India invites sealed tenders/ quotations from reputed CLOUD DATA CENTRES for providing 24x7 cloud/web services on the ASP.NET/SQL platform including Hosting, implementation, maintenance and training to users. Last date for receipt of bids is **15.05.2018** upto 1700 hrs at the address mentioned above. Existing web applications may be studied and tender document can be downloaded from the website www.cgewho.in, i.e. www.tenderwizard.com/CGEWHO or www.eprocure.gov.in. Only online question(s) from GST registered agencies through e-tendering will be acceptable.

CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION

NOTICE INVITING TENDER (NIT) DOCUMENT CONTAINING DETAILED INFORMATION AND TERMS & CONDITIONS FOR PROVIDING 24x7 CLOUD/WEB SERVICES BY THE REPUTED CLOUD DATA CENTRES

Central Government Employees Welfare Housing Organisation (CGEWHO), an Autonomous Organisation, under Ministry of Housing & Urban Affairs, Govt. of India invites sealed quotations/tender from GST registered, well-established and reputed agencies providing services for 24x7 Cloud/Web services to reputed organisations .

2. Interested Firms/ Agencies can download tender document containing detailed information and terms & conditions & fillup Annexure I (Technical Bid) & Annexure II (Financial Bid)
3. Minimum pre-qualifying criteria for selection of the agency for Cloud Data Centre is furnished below:
 - a. The total consolidated turnover for the last 3 years i.e. (01/04/2014 to 31/03/2017) should be more than 20.00 Crores.
 - b. Total experience in providing similar service at least 03 years in Pvt./02 years in Govt.
4. Minimum Requirements for the CGEWHO:-
 1. 32 GB RAM
 2. 1 TB storage
 3. 4 CORE Processor
 4. 10 GB Band-width
 5. Windows 2008 / 2012 plus management Apps.
 6. SQL Server 2012 / 2014 unlimited database plus management Apps.
 7. 50 Email ID With 2 GB Limit each
 8. 1 email id with 20GB limit
 9. Parallel / Plesk control panel (easy to use & feature-rich)
 10. 5 dedicated IP
 11. Root Access
 12. Support for 24x7
 13. Servers break-down support
 14. Security Threats support
 15. Backup & Restore support
 16. Web Space Issue support
 17. Database break-down support
 18. 24x7 Security Monitoring and DDoS protection.
 19. Virus / Malware protection
 20. Scheduled site backup / restore
 21. Scheduled database backup / restore
 22. SSL certificate

The schedule of receipt of Quotations is as under :-

Last Date and Time for receipt of Online Bids/ Quotations : **15.05.2018** (1700 hrs)

Opening of Technical Bids : **15.05.2018** (1725 hrs)

5. Quotations received after the stipulated date & time and incomplete quotations, will be rejected. The Quotations will be opened on the date and time mentioned above, for which, no separate notification/ invitation shall be given.
6. Financial Bids of prequalified firms shall only be opened as per the schedule to be intimated after prequalification via email/post.
7. The detailed information and terms & conditions of Tender for Cloud Data Center in mentioned in Annexure III.
8. The e-Tendering instructions to bidders are mentioned in Annexure IV for the information of prospective bidders.

NIT/TENDER FOR PROVIDING 24X7 CLOUD/WEB SERVICES BY CLOUD DATA CENTRES

PROFORMA FOR TECHNICAL BID

"Annexure-I"

Sno.	Particulars (Note: Attach P&L Statement for turnover worth 20 Crs and copy of Government Work Orders worth 20 Lacs)	Details/ Values
1	Name of the Firm	
2	Address/Email id/Telephone Number of Firm	
3	NAME & ADDRESS of THE DIRECTORS/MANAGING PARTNERS	
4	COMPANY/FIRM REGISTRATION DETAILS	
5	DETAILS OF GST/PAN	
6	Name of city from where operating	
7	Turnover as on 31-03-2015Rs. _____	
	Turnover as on 31-03-2016.....Rs. _____	
	Turnover as on 31-03-2017.....Rs. _____	total turnover
8	Number of clients & details of similar works in hand/completed.	
9	Details of Technical Manpower on Rolls of Firm	
10	Detail of Technical Staff proposed to be deployed for our work.	
11	Details of IT infrastructure processed by firm providing Cloud/web Services	

Encl:
Date
Place:

Signature of the Authorized Person
Seal of the Firm
Name:

PROFORMA OF FINANCIAL BID

Name of Firm:

Address:

Requirements	
1.	32 GB RAM
2.	1 TB storage
3.	4 CORE Processor
4.	10 GB Band-width
5.	Windows 2008 / 2012 plus management Apps.
6.	SQL Server 2012 / 2014 unlimited database plus management Apps.
7.	50 Email ID With 2 GB Limit each
8.	1 email id with 20GB limit
9.	Parallel / Plesk control panel (easy to use & feature-rich)
10.	5 dedicated IP
11.	Root Access
12.	Support for 24x7
13.	Servers break-down support
14.	Security Threats support
15.	Backup & Restore support
16.	Web Space Issue support
17.	Database break-down support
18.	18. 24x7 Security Monitoring and DDoS protection.
19.	Virus / Malware protection
20.	Scheduled site backup / restore
21.	Scheduled database backup / restore
22.	SSL certificate
Financial Bid	
Note: Please quote rates for three years contract in the following format:	
1 st year Charges	
2 nd year Charges	
3 rd year Charges	
Total	
GST/Taxes	
Grand Total	

Encl: Terms & Condition(s) duly signed

Date:

Place:

Signature of the

Authorized Person of the Firm

Name:

Seal of the Firm

TENDER DOCUMENT CONTAINING DETAILED INFORMATION AND TERMS & CONDITIONS FOR CLOUD/WEB DATA CENTRE

1. The bid must be valid for a period of four months from the date of closing of bids. m
2. During the period of contract of the System of the tendering firm has to ensure security of the data, for any corruption in data, the tendering firm will be held responsible and will liable to pay damages as work out and at the role discretion of CEO, CGEWHO.
3. The firm has to ensure that the processing and implementation works are carried out without any disruption in the day-to-day working of the organization.
4. The period of the contract shall be for Thirty Six months from the date of award of the contract and the firm will ensure 24x7 hours services.
5. That after successful implementation, software should generate zero defect results for thirty six months on 24x7 environment.
6. The firms has to submit pre-qualifying technical details as per ANNEXURE-I. The firms which do not fulfill the minimum criteria shall be NOT be considered.
7. That the firm has to quote rates for three years as per Performa given in ANNEXURE-II. Payments will be released on yearly basis on providing successful/satisfactorily services.
8. The firm should ensure adequate data security and backup without any disruption in the Organisation’s working.
9. Rates quoted by agency should be inclusive of all necessary taxes. The bill should be bearing GST number. All the bills raised by the agency must bear the GSTIN of CGEWHO. TDS as applicable shall be deducted from the bills to be raised by the agency.
10. If the agency fails to render any or all the services, for any period during the currency of the contract, the CGEWHO shall be at liberty to get the work done from other agencies and deduct charges incurred on this account from the amount payable to the agency or impose the damage on the firm at the role discretion of CEO, CGEWHO.

11. If the agency fails to provide satisfactory performance, the CGEWHO shall be at liberty to terminate the contract forthwith by serving a notice of one month.
12. CGEWHO reserves the right to abandon or terminate the contract at any time without assigning any reason and it can stipulate any additional term and condition, if required, at any time during the currency of the contract at the role discretion CEO, CGEWHO.
13. The tendering firm will comply with all data security, back up and confidentiality regulations in vogue or any other instructions of CGEWHO in this regard. Any breach of this condition will render the entire contract as null and void apart from compensation to CGEWHO for damages (if any), apart from fine/penalty/recovery as imposed by the CGEWHO.
14. The technical bid will be evaluated on the basis of the technical soundness and their after the price bids of prequalified agencies shall be opened. Financial bid shall contain price bid only and no other document shall be enclosed with financial bid.
15. CGEWHO reserves the right to accept or reject any Tender / Quotation in full or in part in case of incomplete quotations and also without assigning any reason thereof. In case of any dispute, decision of the CEO, CGEWHO will be final and binding on both the parties.
16. The owner/partner/authorized person or manager of the agency should be available on his own direct telephone (office as well as residence) and also on mobile phone for assistance in relation to contract work under progress.
17. There should be no cutting/overwriting in the Financial Bid/ Quotations.

SIGNATURE OF THE TENDERER _____

NAME IN BLOCK LETTERS _____

FULL ADDRESS WITH TELEPHONE NUMBERS _____

OFFICIAL STAMP _____

E-TENDERING INSTRUCTION TO BIDDERS

1. The scope of work for stores to be tendered are available in the complete bid documents which can be viewed/downloaded free of cost from CGEWHO Portal <http://www.http://www.cgewho.in> or e-tendering portal of CGEWHO <http://www.tenderwizard.com/CGEWHO> or on CPPP portal <http://eprocure.gov.in>.
2. All bid documents like Check list, PQ details, Technical bid and financial bid are to be submitted in the website <http://www.tenderwizard.com/CGEWHO> .
3. No claim shall be entertained on account of disruption of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minutes technical snags.
4. All corrigendum's/Amendments/Correction, if any, will be published in the website <http://www.tenderwizard.com/CGEWHO> .
5. All the documents/papers uploaded/submitted by bidder must be legible.
6. It is mandatory for all the applicants to have Class III Digital Signature Certificate (in the name of person who will sign the bid documents) from any of the licensed certifying agency.
7. To participate in the e-tendering submission, it is mandatory for applicants to get their firm/company registered in e-tendering portal of CGEWHO <http://www.tenderwizard.com/CGEWHO> and to get user ID & password from M/s ITI Ltd., The Annual registration charges for vendors/suppliers are Rs 2000/-(Two Thousand) per annum excluding taxes as on date.
8. To participate in e-bid, bidders shall be charged e-tendering processing fee @ 0.05% of estimated contract value with minimum cap Rs. 500/- only and maximum cap Rs. 5000/- only excluding taxes by the service provider i.e. M/s ITI Ltd.
9. **“Tender Fee/Fee receipt and EMD”** if applicable shall be placed in a single sealed envelope superscribed with tender reference no. and date of opening. EMD received late shall be summarily rejected. Hard copy of any other tender documents shall not be accepted.
10. Tenderers may ask any clarification, if required, before the date stipulated in the details of tender items for the purpose. After that no request will be entertained.
11. Each file uploaded in connection with the tender shall be duly sealed and signed. Failing which the bid shall be rejected.
12. For any assistance regarding e-tendering process, Sh Mayank, representative of M/s ITI Ltd. (e-tendering service providers) may be contacted at Mob No.8800115628.