



VIDYASAGAR UNIVERSITY
Midnapore – 721 102
West Bengal

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Ref. No VU/FO/TENDER/31/2018

Date – 11.10.18

TENDER NOTICE

Vidyasagar University , an autonomous higher education institute under Government of West Bengal invites quotations from web hosting companies for hosting the University website.

For details please visit- <http://vidyasagar.ac.in>


(Finance Officer)

Please publish it in –

- a) Sangbad Pratidin
- b) University website

Tender for hosting the Vidyasagar University Web Portal

<http://vidyasagar.ac.in>



Ref: VU/FO/TENDER/ 37 /2018 Dated 11/10/2018

Last date for submitting the proposals as per the Terms & Conditions on or before **1st November 2018, 2.00PM**

1. Introduction - Vidyasagar University , an autonomous higher education institute under Government of West Bengal invites quotations from web hosting companies for hosting the University website.

1.1 General Terms & Conditions :-

1. The Vendor is required to attach a proper credential/ experience certificate from different organization regarding their performance. The tenderer has to comply the Technical specification & Requirements as mentioned below.
2. **Single Stage two envelops system (Two Bid System)** - Two envelops system shall be followed by Vidyasagar University to determine the successful bidder. The agency/firm (bidder) should bifurcate their quotations in two separate envelops, (with appropriate superscriptions), and submit the same in one sealed envelope with mentioning the tender reference no.
 - a) The first envelop, called the Techno-Commercial bid, should contain the eligibility, technical quality and performance aspects, commercial terms and conditions and documents sought in the tender, except the price and relevant financial details.
 - b) In the second envelop, called the Financial bid, the agency/firm (bidder) should submit its price quotation along with other financial details.
3. THE TENDERS DULY COMPLETED, SIGNED, STAMPED AND SEALED IN A ENVELOPE ARE TO BE SUBMITTED TO:

**The Finance Officer
Vidyasagar University
Midnapore, West Bengal
Pin 721102**

4. The prices are **inclusive of all taxes, and should be valid for 60 days** wherever applicable.
5. Contact information of the vendor should be clearly mentioned. Signature of vendor is mandatory in all the pages of the tender documents along with their official seal.
6. The quotation should include annual fee, plans, features and payment options. Interested bidder may send the complete information to above mentioned address on or before 01/11/2018 upto 14.00 hrs. The selected bidder will enter

into agreement with Vidyasagar University for a minimum period of 1 (one) year which may be extended at the discretion of the university

7. Eligibility Criteria of Participation in the Tender

- a) Bonafide , resourceful & reliable vendors.
- b) An under taking should be given stating that the firm has not been debarred or penalized for any reason out of work by any Govt. department
- c) Subletting of suppliers is strictly prohibited.
- d) The prospective bidders must have valid upto date clearance of Income Tax return , GST return and PAN card
- e) Past performance for vendor will be judged (Plz attach three largest clients other than Vidyasagar University)
- f) The university reserves the right to accept or reject any quotation without clarifying any reason what so ever.

8. For , any technical queries you may contact Central Library, Vidyasagar (03222- 276556 or email biplab@mail.vidyasagar.ac.in)

2.0 Project Scope:

The hosting service provider should provide the end to end solution including seamless installation/migration of existing web service(s) to the new platform, maintenance, monitoring and Reporting of Vidyasagar University hosting server

Functional Requirements:

The following activities shall be considered in scope by the hosting provider, for this tender document

2.0.1 Hosting:

It is the responsibility of the hosting provider to ensure that the web portal hosting is taken care of and that any problems are quickly resolved. Also the hardware equipment is owned and maintained by the hosting service provider. Vidyasagar University requires the service provider to not only provide the hosting, in addition to the above, the service provider should take care of all the services in the compatible with developer requirement, all the system administration services must go along with it.

- Hosting provider shall be in a minimum Tier 3 DC
- Operating System Management
- Database Management
- Web Server Management
- Backup Management
- Security Management
- DNS Management
- Vulnerability Assessment /Penetration Testing of Server

- Proactive Maintenance Services
- Data Migration from existing server
- Installation of SSL certificate and Digital Signature Certificate

2.0.2 Domain Name :

A domain name is a unique name for a web portal, like google.co.in. Domain name for the Vidyasagar University web portal has already been registered with **ERNET** as www.vidyasagar.ac.in The Hosting service provider should take care of all the activities of mapping and should provide the IP address details requested by the University.

2.0.3 24X7 Uninterrupted Support:

The Web Hosting Service Provider should offer 24x7x365 days uninterrupted service as per the tender technical specification and terms & conditions. The service provider should sign Service Level Agreements with Vidyasagar University. The Hosting provider should maintain phone numbers with a ticketing system for getting technical support and escalation process. The Web Hosting Service Provider should provide a relationship manager to handle the services of Vidyasagar University Web Portal and should be capable of resolving any service deficiency / issue which we can escalate and get resolved to our satisfaction. Any performance issues on the part of hosting provider will be discussed maximum four hours of their occurrence by management. This can be in the form of a face to face meeting or an electronic conference system.

- 24x7 Help Desk (Web based ticketing tool, Smart messaging, Phone and Email)

Escalation Matrix:

Severity 1 issues: should be resolved within 4 hours (maximum) from the time of ticket raised

Severity 2 issues: Should be resolved within 8 hours (maximum) from the time of ticket raised

Severity 3 issues: Should be resolved within 24 hours (maximum) from the time of Ticket raised. The Severity 1, 2 & 3 will be considered as High, Medium and Low. The Complete Escalation matrix up to the level of CEO shall be mentioned in the proposal with name, designation, phone number and Email.

2.0.4 Daily Backup:

Daily Backup is the process whereby copies of computer files are taken in order to allow recreation of the original, when such need will arise. A backup is a spare copy of a file, file system, or other resource for use in the event of failure or loss of the original. The term is most commonly used to refer to a copy of all the files on a computer's disks which is made periodically and kept on magnetic hard drives or other removable medium. Whilst backup is a routine and is well understood, the ability to restore data is usually only performed when data is lost, corrupted, or otherwise changed. It is extremely important to review and test the restore procedures, to ensure that, in an emergency, appropriate action shall be taken. The Web Hosting Service Provider should ensure that back up is taken on a daily basis; they should have automated scripts for this task. The data backup taken should be easily retrievable as and when needed.

2.0.5 Traffic Volume:

The volume of inbound and outbound data generated by Vidyasagar University Web Portal should be and must be calibrated as and when required. The generated volume measured should be aggregated over a defined period, e.g. the previous 30 days. Inbound and outbound data volumes which have been measured independently will then be reported to Vidyasagar University. There should not be any traffic volume restrictions imposed by the Web Hosting Service Provider. Since peak traffic volumes are seasonal Vidyasagar University does not want any restrictions to be placed on them.

2.0.6 Bandwidth Restrictions:

Bandwidth is the amount of traffic that is allowed to occur between service provider infrastructure and the rest of the internet. The amount of bandwidth a hosting provider can provide is determined by their network connections, both internal to their data centre and external to the public internet. Adequate bandwidth should be provided by the Web Service Hosting Provider to avoid rush hour traffic.

The service provider should increase the bandwidth as the condition may arise.

2.0.7 E-Mail Functions:

The Web Hosting Service Provider should provide all necessary support with regard to the installation and maintenance of active email services as requested by the application developer. i.e Simple Mail Transfer Protocol.

2.0.8 Database Access:

The database will comprise of all data pertaining to the Vidyasagar University. All the data like Master, Transaction and Audit data will be stored in the database. In case of any application errors it will be useful to look at the last transaction which has taken place and the various data base logs. The Web Hosting Service Provider should provide database access to the Web Portal that is to be hosted. It should be made possible to carry out with backend operations without any restrictions being placed.

2.0.9 Disk Space:

Vidyasagar University would like a minimum disk space of 75GB to be provided by the Web Hosting Service Provider initially. The Service Provider should be able to provide additional disk space as and when the need arises.

2.0.10 Control Panels:

A control panel in web hosting refers to the interface provided by the hosting company for the maintenance and monitoring of the hosted website. Some of the commonly available modules in most control panels are Access to server logs, Domain Management, Details of available and used web space and bandwidth, Email account configuration, Maintaining File Transfer Protocol users' accounts, Managing database, Visitor statistics using web log analysis software and Web based file manager. The Web Hosting Service Provider is expected to provide all of the above to Vidyasagar University. It should be possible to carry out all the operations including any updates to the application, analysis of logs through the control panels. Vidyasagar

University should be provided with access to the hosted application through the control panel.

2.0.11 Uptime Guarantee:

Uptime Guarantee refers to the amount of time within a specific period that a hosting provider's system is active or available for servicing site visitors. All hosts must have some downtime for routine maintenance or unexpected outages. Uptime Guarantee of at least 99.5% should be provided by the Web Hosting Service provider for the application availability and 99.99% for the systems availability. Prior notification of minimum 72 hours should be given for scheduled maintenance. Any issues with availability of Web Portal should be dealt within the SLA period.

2.0.12 Proactive Technical Support:

Computers need regular maintenance to optimize their performance. Over time, the performance of a computer will degrade through everyday use if not maintained properly. The Web Hosting Service Provider should enhance operational effectiveness with proactive problem identification and solutions recommendations. They should have technical experts who help coordinate support, provide hands-on assistance, and share knowledge and know-how with our staff and efficiently manage infrastructure resources to meet our performance objectives. The Web Hosting Service Provider should not only provide support when demanded, but also monitor, pre-empt and fix threats before they can cause any damage to the hosted application. This will be possible only by combining technology, processes and expertise that are capable of identifying and immediately responding to any potentially threatening situation. Routine upgrades, technical support and administration support should be provided by the Web Hosting Service Provider.

2.0.13 Security:

When a computer system connects to a network and begins communicating with others, it is taking a risk. Internet security involves the protection of a computer's internet account and files from intrusion of an unknown user. Common

security measures involve protection by well selected passwords, change of file permissions and back up of computer's data. Hosting Provider should share the information regarding the prevention against the vulnerabilities,

Various levels of security should be provided by the Web Hosting Service Provider.

- **Physical Level** – Authorization, Authentication, CCTV, Biometric access etc
- **Logical Level** – Firewalls, Intrusion Detection, Anti-virus, etc.
- **Data Level** – Encryption, Recovery etc.

It would be desirable for the Data Centre to hold security certification by a reputed agency. In the National Web Portal Comprehensive security solution should be incorporated to avoid hacking and threats.

2.0.14 Vidyasagar University also require the following services:

Service Features:

Monitoring

- Server availability status
- Device Status Monitoring
- Network Interface Status (Up / Down) Performance Monitoring
- Network Interface Utilization (Input / Output traffic)
- CPU utilization
- Physical Memory utilization (Free & total memory)
- Disk Space (Free and total disk space) Incident Monitoring
- 24X7 fault monitoring and automated alerts
- Threshold Alerts

Management:

1. User management : New user creation, edition and deletion of users, set password policies, password resets

2. Patch management : Install recommended service packs, security patches and hot- fixes
3. Disk management : Fix disk space problems by backing up (if required) and deleting files
4. Log management : Monitor system logs to report and provide fixes to errors
5. Backup management : Monitor and fix backup errors and re-run failed backups as per customer backup policy
6. Scheduled job management : Monitor scheduled, automated scripts and process included Incoming and outgoing feeds to various databases
7. FTP services and other specific process on the Unix servers Rsync process which synchronizes files across different servers
8. Performance management : Monitor / analyze and fix problems due to excess swap memory, physical memory and CPU utilization
9. Problem management: Monitor, record, classify and resolve operative system problems Incident validation, classification & remediation. Start/stop services/process and restart servers to provide workarounds
10. Change management: Identify, record, classify and implement changes on the OS on a need basis All changes will be executed after an approval from University Authority.
11. Reporting:
 - Event Management reports
 - Performance report
 - Web Analytical reports

TECHNICAL SPECIFICATION FOR HOSTING

COMPONENTS	Compliance	Deviation (if Any)
Windows VPS (Fully managed with 24x7 support) , 4 Core , 4GB RAM, 75 GB HDD [SAS or better] , 1500 GB Bandwidth or higher , 100 MBPS or better Internet Bandwidth , Windows Server 2012 or better	Yes/No	
Control Panel –Plesk web Host Edition [Unlimited Domain for Hosting]	Yes/No	
Public IP	Yes/No	
MSSQL WEB Edition	Yes/No	
Backup solution with 100 GB storage	Yes/No	
Additional Backup Storage space	Yes/No	
Additional RAM Availability/expandability	Yes/No	
Additional Hard Disk Availability/expandability	Yes/No	
Additional Data Transfer availability/expandability	Yes/No	
Intrusion Prevention System	Yes/No	
24x7 Support (web/email/phone)	Yes/No	
Preventive Maintenance (daily/Weekly/Monthly)	Yes/No	
User Management	Yes/No	
OS hardening	Yes/No	
Patch Management	Yes/No	
Disk Management	Yes/No	
Log Management	Yes/No	
Backup Management	Yes/No	
Schedule Job Management	Yes/No	
Performance Management	Yes/No	
Problem Management	Yes/No	
Reporting	Yes/No	
SMTP service	Yes/No	

Complete Administrative control of the server given to Vidyasagar University	Yes/No	
Vidyasagar University has direct root Access to the hosted server	Yes/No	
End-to-End service level guarantee of 99.5%	Yes/No	
ASP .Net Support	Yes/No	
.Net DLL code behind support	Yes/No	
.Net Ajax Framework support	Yes/No	
Flash & Shockwave support	Yes/No	
Perl , CGI-BIN & PHP support	Yes/No	
XML support	Yes/No	
SSL & Digital Signature Certificate	Yes/No	
Install Windows Software , Services & DLLs	Yes/No	

Price Format –

Components	Quantity	Cost
<ul style="list-style-type: none"> • Fully Managed Windows VPS - 4 vCPU , 4 GB RAM, 75 GB SAS/SSD HDD, 1 TB /Month Bandwidth , 1 IPv4, Plesk Control Panel (Web Pro Edition), Network Port 100 MBPS or Higher, Windows 2012 64bit or higher, • Antivirus and Firewall protection, • MSSQL WEB Edition for 4 CPU core, • Backup Service with 100 GB of Cloud Storage, • Initial Setup with Data Migration and Mail Configuration Charge 	1	
Additional IP Cost / Year	1	
Additional CPU Core / Month	1	
Additional RAM cost Per GB / Month		
Additional Hard Disc Cost Per GB / Month	1	
Additional Backup Storage Cost Per GB / Month	1	
Additional Windows Per Core License / Month	1	
Additional MSSQL Per Core License / Month	1	
Additional Bandwidth Charge per GB / Month	1	
SSL key Generation Charge (if Any)	1	

Any Other Operational Cost (with Details)		
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