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Hospital: 22586262
Fax : 0091-11-22590495
Website: www.ucms.ac.in
UNIVERSITY COLLEGE OF MEDICAL SCIENCES
(UNIVERSITY OF DELHI) & G.T.B Hospital
Dilshad Garden, DELHI-110 095
Dated: 04.09.2021

Sub:- Open Tender Enquiry for Hiring of Web Space for Hosting of College Website

Online bids are hereby invited towards **“Hiring of Web Space for Hosting of College Website for a period of One years”** from the prospective bidders/suppliers under two bid systems (technical and financial) as per list attached at Annexure-I through e-procurement.

1. For submission of e-bids, bidders required to get themselves registered with <http://eprocure.gov.in/eprocure.gov.in/eprocure/app>.
2. Bids must be marked **“Hiring of Web Space for Hosting of College Website”** shall be submitted online only at CPP portal : <https://eprocure.gov.in/eprocure/app> **on or before date 15/09/2021.**
3. Bidders are advised to follow the instructions provided in the “Instructions to the bidder” for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>
4. Bidder who downloads the tender document from the Websites (www.ucms.ac.in, <https://eprocure.gov.in/eprocure/app>) shall not tamper/modify the tender documents in any manner. If found, tender will be completely rejected and bidder is liable to be blacklisted.
5. Participating bidders are advised to visit above-mentioned websites on regularly for any corrigendum/addendum/amendment etc. at any stage.
6. The College will not be responsible for non receipt of online bids within the specified date and time due to any technical reason.
7. The rates approved shall be valid for one year initially, which can be extended (if required) by the College on the mutual agreement.
8. The supply will be made at University College of Medical Sciences, Dilshad Garden, Delhi-110095.
9. The procurement shall be made, in conformity with the General Financial Rules (GFR) 2017 strictly.
10. The firms must quote the rates in figure as well as in words. In case of any deviation, the rate quoted in words will be considered. The rates must be quoted clearly without any overwriting/ cutting.
11. Bidder`s offer is non-transferable and should be submitted as per our prescribed format on company`s letter head duly signed by the competent signatory.
12. The bids will be opened online in the College after closing date.

13. University College of Medical Sciences will award the contract(s) to the successful bidder on lowest price basis.
14. The bidder must furnish all information in the prescribed proforma only. Each page of the bid and all supporting documents are to be duly signed by the bidder along with seal of the firm. Bids not submitted in the prescribed format will be liable for rejection.
15. Interested Bidders are requested to upload their bids in TWO PARTS, Part I, technical bid (as per **Annexure-I**) as well as Part-II, price bid (As per Format given at **Annexure-II**). Online bids must be submitted on or before date i.e. **15/09/2021**, failing which, offer will be liable for rejection.

Eligibility Criteria

- Should have at least 2 years satisfactory experience of providing Web Hosting Service in any educational institute/PSUs/Central/State Govt. Self attested copy of purchase orders must be enclosed as a valid proof.
- Must have all the facilities and fulfill all the conditions given in Annexure I and II.

Earnest Money Deposit

- The Bidder shall furnish **EMD** for Rs. 10,000/- (Rupees Ten thousand only) in the form of Demand Draft in favour of "**The Principal, University College of Medical Sciences**", payable at Delhi must reach in the Office of Department of Biostatistics and Medical Informatics (DBMI) Room No. 401, Fourth Floor, University College of Medical Sciences, Dilshad Garden, Delhi-110095 on or before date and time i.e. **15/09/2021 and up to 4.00 p.m.**, failing which, offer will be liable for rejection. Bidders must attach scanned copy of EMD along with the technical bid.
- EMD of successful bidders shall be retained with College as Security Money upto last day after the period of Contract, which may be refunded after completion of all obligations/liability on the part of supplier.
- The EMD will be returned to the un-successful Bidder as promptly as possible without any interest after finalization of contract.
- The EMD will be forfeited:
 - If bidder withdraws its bid during the period of tender/bid validity after closing dates.
 - If successful bidder does not honor his commitment after placing the order, the EMD will be forfeited and the loss incurred by the College will be recovered from the bidder.
 - If it is found at any stage that information/particulars regarding tendered item(s) is false.
 - If any type of concealment of facts is found on the part of bidders.

Terms & Conditions

- Equipped with all the tools to manage the security, backup and disaster recovery of the website

- Monitoring and maintaining of website speed for Optimization.
- Deployment of a dedicated support team on a 24x7 basis.
- Carrying the security audit of the website and **procurement of digital certificate. The website manager(Agency) has to provide and bear the cost of SSL certificate and cost may be reflected in the Financial bid.**
- Bug fixing and keep website secure from all the possible cyber attacks and hackers at all times.
- Keeping activity log for all web updates and troubleshooting.
- Must provide a dedicated team and relationship manager to contact and resolve any issue, if arises
- Issue must be resolved in 0-4 hrs, depending upon the urgency and nature of issue
- In the event of your failure to provide proper and satisfactory services, the College avail the same services from any other agency and cost on this account will be recovered from you.
- Contractor or his staff will be ensured the secrecy/confidentially and safety of our data uploaded on the server.
- **Payment will be released on quarterly basis after providing certification of satisfactory services. No advance payment will be made.**
- The agency should neither be blacklisted by any Government department nor should have any Criminal case be registered against the agency or its owner/ partner anywhere in India.
- Bidders must provide PAN No. (Self attested copy of the PAN card must be enclosed) and ITR for last 3 years.
- Bidder must enclose Non-Blacklisting Certificate as per format given at **Annexure V.**
- Bidders must provide GST/VAT/Service Registration No. (Self attested copy of the GST/VAT/Service registration certificate must be enclosed).

The website should support by all current browsers.

Period of contract would be one year from the date of award of contract.

Bid Submission - Two Bid System

Part-I, Technical Bid:

The Technical offer should be complete in all respects and should contain all information asked for, **except prices**. The Technical Bid should include all components asked for in Annexure I. The format for submission of technical offer should be as follows:

- Tender Acceptance letter as per **Annexure III**
- Company Profile as per **Annexure – IV**
- Non-Blacklisting Certificate – **Annexure – V**
- **Check list – Annexure VI**

Part – II Price Bid:

The Price Bid should give all relevant price information as per Annexure-II. The Bid Form must be filled in all respects, without any errors, erasures or alterations. In case of any deviation, the rate quoted in words will be considered. The rates must be quoted clearly without any overwriting/ cutting.

All taxes and duties as applicable or at actual should be mentioned in the price bid. In the event of an increase in taxes/duties, the extra liability on account of these taxes shall be borne by UCMS. Similarly in the event of abolition/reduction of taxes/duties, the savings accruing to the bidder shall be passed on to UCMS.

The bidder may quote the prices in Indian National Rupees (INR) on FOR basis (Destination of purchaser).

If any column does not apply to the bidder, same should be mentioned as NOT APPLICABLE.

Opening of financial bid and evaluation

After, the Technical evaluation of the bids, purchaser will open the "Financial Bids", of all the technical qualified bidders at notified date and time. **The lowest financial bid shall only be considered for award.**

Offer validity Period

The offer must be valid for a period of 120 days from the opening date of the Price bid. Any offer falling short of the validity period is liable for rejection.

Modification and Withdrawal of Offers

Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification or withdrawal is received by the College prior to the date & time prescribed for submission of the bid.

Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, purchaser may, at his discretion, ask some or all Bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

Delivery & Performance Period

The bidder must provide the time for hosting the college website.

The bidder must ensure during the entire period of contract, the uninterrupted and optimized service with 99.9% uptime.

Technical Inspection and Performance Evaluation

The evaluation criteria adopted by purchaser would apply uniformly to all Bidders.

Verification

Purchaser reserves the right to verify any or all statements made by the bidder in the bid document and to inspect the bidder's facilities, if necessary, to establish to its satisfaction about the bidder's capacity to perform the job.

Award Criteria

Purchaser will issue the **Purchase Order(s)** to the bidder who has offered lowest evaluated price.

Final decision making authority

Purchaser reserves the right to accept or reject any bid and to annul the process and reject all bids at any time, without assigning any reason thereof or incurring any liability to the bidders. In such a scenario, no claim whatsoever will be entertained.

Rejection of Tender

The tenders shall be summarily rejected:

- If the bidder proposes any alteration in or additions to the prescribed form of tender.
- If the bidder declines to carry out any work of the tender document.
- If the technical bid submitted is found to be incomplete
- If the price bid submitted is found to be incomplete
- If any discrepancy is found between the technical bid and price bid
- If financial bid document is found alongwith technical bid.
- If the bidder does not fulfill any of the conditions mentioned in the Tender.

Terms of Payments

Payment will be released on quarterly basis after providing certification of satisfactory services. No advance payment will be made.

Force Majeure

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the agreement is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, fires, floods and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify the undersigned in writing of such conditions and the cause thereof within three calendar days unless otherwise directed by undersigned in writing, the bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of fifteen days, purchaser and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of purchaser shall be final and binding on the bidder.

Jurisdiction

The jurisdiction of the courts shall be Delhi only.

Yours sincerely,

Principal

Technical Specifications and Requirement

URL of the website is www.ucms.ac.in

Website hosting should be provided on a dedicate server of the following configuration

Description

Web Space – 1 TB

Development Platform – Windows

Processor: Quard-Core Xeon processor 3.6 Ghz x 16 “(16 core) or Higher

RAM: At least 16 GB

HDD: 2 TB, RAID 1/ 1 TB Raid 5

Bandwidth: Unlimited

Uptime: 99.9%

Backup : Daily

Separate Control Panels : Direct Admin for managing the DataBase and WebServer
File Server, Filezilla for file access, addition and deletion

Database technology/ Server tools like .PHP, MySQL, HTML, Graphics, PDF & Java scripts

Maintenance/ Help Desk : 24 X 7 x 365 days in a year

Annexure II

Price Bid

Web Space (1 TB)	(Yes/No)	
Development Platform (Windows)	(Yes/No)	
Processor	(Provide processor spec.)	
RAM(at least 16GB)	(Yes/No)	
HDD: 2 TB, RAID 1/ 1 TB Raid 5	(Yes/No)	
Bandwidth-Unlimited	(Yes/No)	
Uptime (99.9%)	(Yes/No)	
Frequency of Backup		
Separate Control Panels: Direct Admin for managing the DataBase and WebServer	(Yes/No)	
File Server, Filezilla for file access, addition and deletion	(Yes/No)	
Database technology/ Server tools like .PHP, MySQL, HTML, Graphics, PDF & Java scripts	(Yes/No)	
Maintenance/ Help Desk : 24 X 7 x 365 days	(Yes/No)	
Equipped with all the tools to manage the security, backup and disaster recovery of the website	(Yes/No)	
Monitoring and maintaining of website speed for Optimization.	(Yes/No)	
Caring the security audit of the website and procurement of digital certificate.	(Yes/No)	
The website manager(Agency) has to provide and bear the cost of SSL certificate and cost may be reflected in the Financial bid.	(Yes/No)	
Bug fixing and keep website secure from all the possible cyber attacks and hackers at all times.	(Yes/No)	
Keeping activity log for all web updates and troubleshooting.	(Yes/No)	
Must provide a dedicated team and relationship manager to contact and resolve any issue, if arises	(Yes/No)	
Issue must be resolved in 0-4 hrs, depending upon the urgency and nature of issue	(Yes/No)	
In the event of your failure to provide proper and satisfactory services, the College avail the same services from any other agency and cost on this account will be recovered from you.	(Yes/No)	
Contractor or his staff will be ensured the secrecy/confidentially and safety of our data uploaded on the server.	(Yes/No)	
Payment will be released on quarterly basis after providing certification of satisfactory services. No advance payment will be made.	(Yes/No)	
The agency should neither be blacklisted by any Government department nor should have any Criminal case be registered against the agency or its owner/ partner anywhere in India.	(Yes/No)	
The website should support by all current browsers.	(Yes/No)	
Quantity		1
Rates		
Service Charges, if any		
Taxes		
Total		
HSN/Service Code		

Authorized Signatory
 (Name & Designation with seal)
 Date:

**TENDER ACCEPTANCE LETTER
(ON THE BIDDER'S LETTERHEAD)**

To,
The Principal,
University College of Medical Sciences,
Dilshad Garden,
Delhi – 110095

Tender Reference No: _____
Date:- _____
Due Date:- _____

Sub: Acceptance of Terms & Condition of Tender _____

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender from the web site(s) namely: As per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender document (including all documents like annexure(s), schedule(s), etc.), which form part of the agreement and I/we shall abide hereby by the terms / conditions/ clauses contained therein.

3. The corrigendum(s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.

4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirely.

5. I/we do hereby declare that our firm has not been blacklisted/debarred by any Govt. Department/Public Sector undertaking.

6. I/we certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefor or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

Authorized Signatory

(Name & Designation with seal)

Date:

COMPANY PROFILE

Name of Company

Mailing Address

Telephone and Fax numbers

Date of registration of the Company

Year of commencement of Business

Name and designation of the person
authorized to make commitments to
the College

Turnover of the company

PAN,GST/VAT/Service No. (Proof
enclosed, Whichever is applicable)

Certificate from the bidder on their letterhead stating that the Company has not been blacklisted by any government organization, Non-Government or Public Sector organization

To,
The Principal,
University College of Medical Sciences,
Dilshad Garden,
Delhi – 110095

Sir/Madam,

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services before submission of this offer.

Yours faithfully,

Authorized Signatory

(Name & Designation with seal)

Date:

Place:

CHECK – LIST**Name of Bidder:**

S. No.	Description	Yes/ No/ NA	Page No. in the bid document	Remarks
1.	Have you enclosed the tender acceptance letter as per Annexure III?			
2.	Have you enclosed EMD of required amount for the quoted bid?			
3.	Have you enclosed the company profile as per Annexure IV?			
4.	Have you enclosed the Non-blacklisting Certificate as per Annexure V?			
5.	Have you enclosed copies of PAN card and ITR for last 3 years?			
6.	Have you enclosed copy of GST Registration Certificate and Service Registration Certificate?			
7.	Have you enclosed the Technical offer with specifications as per Annexure I?			
8.	Have you enclosed copies of atleast 3 purchase orders (As per point No. 1, Eligibility criterion) ?			

N.B.

1. All pages of the bid should be page numbered and indexed.
2. The prospective bidders may go through the checklist and ensure that all the documents/confirmations listed above are enclosed in the tender and no column is left blank. If any column is not applicable, it may be filled up as NA.
3. It is the responsibility of the prospective bidder to go through the Tender document to ensure furnishing all required documents in addition to above, if any.

Authorized Signatory

(Name & Designation with seal)

Date:**Place:**