



Tender Document
for
Hiring, Installation, Testing,
Commissioning of Dedicated Web Server
(Production and Testing)
for
CIPET Head Office, Chennai

e-Tender Document no. CIPET/HO-SPC/Web/2023-24
dated 18.11.2023

CENTRAL INSTITUTE OF PETROCHEMICALS ENGINEERING & TECHNOLOGY
(Ministry of Chemicals & Fertilizer, Govt. of India)
SPC Cell, Head Office, Guindy, Chennai – 600 032

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Notice Inviting E-Tender

E-Tender No.: CIPET/HO-SPC/Web/2023-24

Date: 18.11.2023

Service Provider Cell, CIPET, Head Office, invites E- Tender in two Bid Systems (Technical and Financial) from registered Service Providers for Hiring, Installation, Testing, Commissioning of Dedicated Web Servers (Production and Testing) for CIPET Head Office with an estimated cost of approx. Rs. 3,70,000.00 (Rupees Three Lakhs and Seventy thousand Only).

E-Tender No. & Date	Estimated Cost (Appx.) Rs.	EMD (Rs)	Completion Time	Lat Date & Time of Online bid submission
CIPET/HO-SPC-Web/2023-24 dated 18.11.2023	3,70,000.00	20,000	1 Week	11.12.2023 16.00 Hrs

Interested and eligible bidders may view and download detailed tender document from CIPET's e -Tender portal www.tenderwizard.com/CIPET, www.cipet.gov.in. All Bids must be submitted through the online portal www.tenderwizard.com/CIPET.

The EMD will be accepted in the form of NEFT or RTGS to our account in State Bank of India, A/C No.33045480660 and IFS Code: SBIN0000956 of CIPET and proof of submission of EMD and shall be submitted in online tender portal and a copy of the EMD instruments shall also be uploaded along with the Technical Bid submitted online.

Exempt from EMD Classes prevailing Govt. rule will be applicable for exemption of EMD for SSI unit Bidder or others as applicable. But they must deposit the security deposit of 5% of bid value in the form of account payee demand draft / fixed deposit receipt from a commercial bank / bank guarantee from a commercial bank or online payment in favour of "CIPET Head Office" payable at Chennai within seven days of accepting work order, if they will qualify as lowest bidder. Security Deposit may be furnished in the form of Account Payee DD/Fixed Deposit Receipt from a Commercial Bank. If after accepting the work order the bidder fails to pay the security deposit within seven days as mentioned above, their order will be cancelled.

Bank Details:

Name of the Account	CIPET HEAD OFFICE
Bank Name	State Bank of India
Branch	Guindy, Chennai – 600 032
Current A/c No.	33045480660
IFS Code	SBIN0000956
MICR Code	600002072

Salient information about the E-Tender :

1. **Mode of submission:** ONLINE. No offline Tenders will be accepted.
2. **Availability of Tender Documents:** All Bid (Technical & Financial) are available ONLINE at CIPET's e-Tender portal www.tenderwizard.com/CIPET. The registered tenderers can download the Bids from this website.
3. **Who can participate for this e-Tender:** The registered tenderers of CIPET through www.tenderwizard.com/CIPET can only participate in this tender process.
4. **How to register by a vendor:**
 - (a) The prospective bidders have to register with CIPET through the E-tender portal of CIPET at www.tenderwizard.com/CIPET by online payment of Rs. 1,500/- + GST (As Applicable) to M/s KEONICS LTD. On completion of the registration process, the bidders will be provided user ID and password. After receipt of User ID & Password, Bidders can log on at our e-Tender portal for downloading & uploading tender documents.
 - (b) Processing Fees is Rs. 750/- (PLUS Taxes) payable Online separately to M/s KEONICS LTD.
5. Bidders should have valid class 3 Digital Signature Certificate (DSC) device for participating in e -Tender. For integrity of data and its authenticity/ non – repudiation of electronic record and to be compliant with IT Act, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC) of class-III Issued by a Certifying Authority (CA) Licensed by Controller of Certifying Authorities (CCA).
6. Contact details for e-Tender related issue:

Contact Person Details	Remarks
Name of Service Provider: M/s KEONICS LTD Address: 24, Sudha Complex, 3 rd Stage, 4 th Block, Bashveshwarnagar, Bengaluru - 560079 Name: Mr. Madhan Mobile No. 9941947400 Email : madhans19@gmail.com	Local Representative of For, Vendor registration/DSC/any other issue regarding e-Tender Process, Please contact M/s KEONICS LTD as the details given in the previous Columns. Keonics Help Desk: Mob: m7542028164 Email: cipethelpdesk@gmail.com

7. Bidders are hereby advised that all the documents to be submitted online are kept scanned and converted to PDF format in a separate folder on their computers before starting online submission. The schedule of rate may be downloaded and rates may be filled appropriately in this format only.
8. While uploading /submitting the documents, it should be ensured that the file name should be the name of the documents itself.
9. All pages of Tender documents with Addenda/ Corrigenda (if any) must be signed with proper official stamp and date by the Bidders / or authorized power of attorney holder at the lower right hand corner.

10. Bidders are advised to visit CIPET's e-Tender portal regularly for any Addenda / Corrigenda (if any) with regard to the e-Tender for which no separate paper advertisement will not be published.
11. **Last date of online submission of Tender bid:** 11.12.2023 at 16.00 Hrs.
12. **EMD** must be submitted separately in the form of NEFT or RTGS to the above bank details of CIPET with necessary enclosures and shall be submitted in physical form (hard copy) in person/by speed post on or before 13.12.2023 at 17.30 Hrs., at Service Provider Cell, CIPET Head Office, Chennai and non-receipt of EMD, the Tender is liable for rejection.
13. **Date & Time of Online Technical Bid Opening:** 12.12.2023 at 11.00 Hrs.
14. **Date & Time of Online Financial Bid Opening:** Technically qualified bidders will be intimated the date & time after technical bid evaluation through the e-Tender portal.

INSTRUCTIONS TO BIDDERS

(A) INTRODUCTION

Central Institute of Petrochemicals Engineering & Technology (CIPET) (formerly known as Central Institute of Plastics Engineering & Technology (CIPET)) was established in 1968 by Government of India with the assistance of United Nations Development Programme (UNDP) at Chennai. The main objective of setting up of this specialized institute was to develop manpower in different disciplines of Plastics Engineering & Technology. CIPET is a premier Academic institution for higher & technical education under the Ministry of Chemicals & Fertilizers, Govt. of India fully devoted in all the domains of plastics viz:- Design, CAD/CAM/CAE, Tooling & Mould Manufacturing, Production Engineering, Testing and Quality Assurance. CIPET operates from various locations spread across the country to cater the needs of the Polymer and allied industries.

(B) THE BIDDING DOCUMENTS

1. Contents

The Bidding Documents include;

- Functional Requirements
- Eligibility Criteria for Bidders
- Terms and Conditions
- Preparation Of Bids
- Award Of Contract
- Security Deposit/ Performance Guarantee
- Forfeiture of Security Deposit/Performance Guarantee
- Jurisdiction for Dispute Redressal
- Technical Bid Document
- Financial Bid Document

2. The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

(C) FUNCTIONAL REQUIREMENTS:

1. Hosting:

It is the responsibility of the hosting provider to ensure that the Dedicated Web Servers 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. The Service provider should support existing vendor for Installation of application and migration of data from the existing service provider. CIPET 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 that go along with it.

- Hosting provider shall be in a minimum Tier 3 Data Centre (DC) within India
- The Data Centre shall be physically located in India.
- The data should not be transferred out side of country's boundary.
- Hosting Service Provider should be capable of providing IaaS (Infrastructure as a Service), and PaaS (Platform as a Service)
- The services offered should be based on Quality driven process like Quality Management System ISO 9001, Information Security Management System ISO 27001
- Hosting Service Provider should be operating in India more than 20 years.
- Hosting Service infrastructure should be VMWare cloud verified
- Operating System Management
- Database Management / Replication
- Web Server Management
- Backup Management
- Fully Managed Service for Dedicated Web Server & Testing Server
- Security Management [As per CERT-In Rules]
- DNS Management
- Vulnerability Assessment /Penetration Testing of all Servers
- Proactive Maintenance Services
- Data Migration of Web Portal and all running applications, without loss of data
- Installation of SSL certificate and Digital Signature Certificate

2. Domain Name Registration:

Domain name for the CIPET web portal has already been registered with NIC as www.cipet.gov.in The Hosting service provider should take care of all the activities of mapping and should provide the Name Server and IP address details requested by us.

3. 24 Hour Support:

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The Web Hosting Service Provider should offer 24x7x365 days uninterrupted service as per the tender and terms & conditions. The service provider should sign Service Level Agreements with CIPET Head Office, Chennai. The Hosting provider should maintain active 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 Dedicated Web server 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 within 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)
- Implementation Service related Levels
- Helpdesk Service-related Levels
- Compliance and Reporting Service Levels
- IT infrastructure related Service Levels
- Dedicated Hosting related service Levels

Escalation Matrix:

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

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

Severity 3 issues: Should be resolved within 24 hours 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.

4. Daily Backup:

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.

5. Traffic Volume:

The volume of inbound and outbound data generated by CIPET Dedicated Web Server should be measured. 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 CIPET. There should not be any traffic volume restrictions imposed by the Web Hosting Service Provider. Since peak traffic volumes are seasonal CIPET does not want any restrictions to be placed on them.

6. Bandwidth:

Unlimited Data Transfer.

7. Database Access:

The Web Hosting Service Provider should provide database access to the Web Portal that is to be hosted.

8. Disk Space:

The Service Provider should be able to provide additional disk space as and when the need arises.

9. Control Panels:

A control panel in web hosting refers to the interface provided by the web hosting service provider for the maintenance and monitoring of the hosted website. Some of the commonly available modules in most control panels are Access to server logs, Details of available and used web space and bandwidth, 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 CIPET. It should be possible to carry out all the operations including any updates to the application, analysis of logs through the control panels.

10. 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 should be given for scheduled maintenance. Any issues with availability of Dedicated Web Server should be dealt within the SLA period.

11. 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.

12. 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, Anti-Spam, etc.
- Data Level – Encryption, Recovery etc.

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

13. Self Service Portal Requirement:

The Self-Service Portal should contain the following options: -

- Online Real-time Performance Utilization Reports
- CPU Reports/ RAM Reports
- Network Bandwidth Reports
- Backup Reports

14. 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:

- User management : New user creation, edition and deletion of users, set password policies, password resets
- Patch management : Install recommended service packs, security patches and hot-fixes

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- Disk management : Fix disk space problems by backing up (if required) and deleting files
- Log management : Monitor system logs to report and provide fixes to errors
- Backup management : Monitor and fix backup errors and re-run failed backups as per customer backup policy
- Scheduled job management : Monitor scheduled, automated scripts and process included Incoming and outgoing feeds to various databases
- FTP services
- Performance management : Monitor / analyze and fix problems due to excess swap memory, physical memory and CPU utilization
- Problem management: Monitor, record, classify and resolve operative system problems Incident validation, classification & remediation. Start/stop services/process and restart servers to provide workarounds
- Change management: Identify, record, classify and implement changes on the OS on a need basis. All changes will be executed after an approval from Web Administrator, CIPET Head Office.
- The bidder shall maintain conducive working atmosphere at the data centre
- Reporting: Event Management reports, Performance reports, Web Analytical reports

15. Governance Model:

Hosting Provider should provide the single point of contact for handling all communication and also an escalation process for each engagement to handle any issues / problems that might be raised and escalated by CIPET. Issues can be received from CIPET's Problem Ticketing System through mails or over discussion in teleconferences. Depending upon the severity of the issue / problem raised during the course of the project, time limits will be defined for escalation to higher level of management.

16. Mandatory Technical Standards:

The service provider shall have the following standards and submit the proof along with the proposal failing which their tender document will be rejected

- The proposed sites shall be in India Zones
- The Infrastructure should be built with N+1 Redundancy for all elements.
- The Infrastructure should have 100% uptime for the storage Infrastructure.
- Service provider's Firewall should have 10 Gbps throughput
- Infrastructure shall have built in robust self-service facility to monitor the infrastructure and scaling up the services as per the specifications
- Backup of cloud Infrastructure should happen through separate LAN
- Service provider should Host the entire infrastructure in a secure self- owned data centre -Tier 3 Compliant facility
- Service provider should ensure that configuration of services on world class systems and equipment.
- Service provider should provide complete Integrated Architectures – Compute, Storage, Network, Security, Analytics, and Data Backup etc.

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- Bidder shall provide Multi-homed network and Centralised Network Management System(NMS)
- Service provider should provide ISO 9001, ISO 27001 Certificate

17. Key Assumptions:

The following assumptions and constraints pertain to the hosting strategy:

- CIPET's Web Portal Services will be hosted by the Web Hosting Service Provider at their own location as specified by this Tender.
- The necessary hosting tools and access to these tools should be provided by the Web Hosting Service Provider to CIPET.
- CIPET should be able to move any new enhancements, production fixes and rollouts into the hosting environment as and when required and full access with facilities to do so should be provided by the Web Hosting Service Provider.
- A Service Level Agreement (SLA) will be in place with Web Hosting Service Provider.
- The SLA will identify data centre responsibilities. Maintenance activities performed by the data centre (e.g., security patches and server maintenance) will follow the procedures and service levels established by the hosting data centre and accepted by CIPET.
- An Issue identification and escalation process should be properly followed by the Web Hosting Service Provider as and when any issues crop up.
- The Web Hosting service provider shall provide remote VPN services to connect the Servers Admin Panel.

(D) Eligible Criteria for Bidders :

1. Balance sheet & PL Account statement for the last 3 financial years (2020-21, 2021-22, 2022-23)
2. IT return for the last three (03) Assessment years (2020-21, 2021-22, 2022-23) & submit PAN Card, GST Registration Certificate.
3. The Bidders must have satisfactorily completed suitable works for Govt. Organizations/PSU/Corporate Sectors during the last 5 years with the total cumulative cost of the project not less than 10 lakhs rupees, THREE Similar completed works not less than 40% of estimated cost OR TWO similar completed works not less than 50% of estimated cost OR ONE similar completed work not less than 80% of estimated cost. The Certificate in support of that from the user must be attached.
4. Average Annual Turnover certificate for the last three financial years of Rupees 10 Lakhs or more certified by Chartered Accountant.
5. Self-declaration on NO PENDING LITIGATION along with he is Not Debarred/ Blacklisted or Banned from any Central Government / PSU / State Govt. / any Corporate Sector.
6. The bidders shall give a self-declaration of his relatives working with the CIPET along with their designations and addresses.
7. The bidder should sign & seal each page of the tender document and required to upload.

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8. The intending bidder, in case of Authorized Distributor/Authorized Dealer shall possess valid authorized Distributorship/Dealership license from Prime Equipment Manufacturers. The bidder shall enclose the copy of the same in the bid while submitting the tender.
9. The Dedicated web servers shall be in compliance to the specifications mentioned in the tender and shall be of the latest technology, best quality and high standards. The Bidder should enclose the product catalogue supporting the specifications mentioned in the tender.
10. Any optional Accessories / Tooling, besides the standard dedicated web server recommended for the better performance of the equipment, if offered, be provided with their full technical details including their use and advantage in a separate sheet with the tender documents. Warranty period, if applicable, should be specified for these.
11. No extra payment shall be paid on account of any discrepancy in nomenclature of items.
12. Should be a Firm/Company/ Web Hosting Service Provider having their own Data Centre installation in India and the said server must be hosted only in an India Data Centre.
13. Single point of contact for support and escalation matrix should be provided.
14. Web Hosting Service Provider should be an established Data Centre Services provider and should have been in this business for a period not less than twenty years as on September 2023.
15. Web Hosting Service Provider should have a minimum 20 years' experience in hosting fully managed dedicated web server and mail server.
16. The Web Hosting Service Provider shall not be blacklisted by any of the Government agencies for any corrupt or fraudulent practices.
17. The data center services offered by the Web Hosting Service Provider should have ISO 27001, ISO 9001 certification.
18. The hosting infrastructure should be of tier 3 standards.
19. CIPET Head Office, Chennai uses MySQL relational database management systems. The service provider must demonstrate proven proficiency in both platforms and preferably have accredited staff to perform maintenance and management duties.
20. CIPET Head Office, Chennai will use Microsoft Windows Server and CentOS Linux operating systems. The Web Hosting Service Provider must have expertise in all of these operating systems.
21. Web Hosting Service Provider need to support CIPET Head Office, Chennai with database installation, configuration, upgrade, migration and performance tuning.
22. Installation of any new software should be done free of cost. The server must support any such installations.
23. Resource re-allocation across virtual machine (VMs) should be provided free of cost.
24. Admin interface for blacklisting spam IP should be provided to CIPET Head Office, Chennai.
25. Ticketing System (Web Hosting Service Provider should have a ticketing system for logging complaints).
26. DB Transaction log clearance and usage /hits report should be available online to CIPET Head Office, Chennai.
27. CIPET Head Office, Chennai will require 5 public IPs.
28. Only CIPET Head Office, Chennai IP should be white listed for accessing Admin./Control Panel.

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29. If either CIPET Head Office, Chennai or Web Hosting Service Provider wants to end the contract, a notice of three months must be provided by the party initiating the termination of the contract. The entire VM need to be backed up and handed over to CIPET Head Office, Chennai.
30. CIPET Head Office, Chennai must be intimated/reminded at least three months in advance before the contract is due for renewal.
31. Server maintenance activities by the Web Hosting Service Provider must be scheduled only post 10:00PM and must be completed before 6:00AM
32. The software license keys should be kept confidential.
33. A Non-Disclosure Agreement (NDA) should be signed within one month of purchase order.
34. If any complaint is lodged by CIPET Head Office, Chennai the same must be attended to and resolved within four hours.
35. CIPET Head Office, Chennai reserves the right to purchase of additional resources during the time of purchase order or later.
36. **Scope of Services:**
 - a) The tenders shall be submitted as per the technical specifications mentioned in the Tender
 - b) Submission of the tender implies that these conditions of tender have been read by the bidders and the bidders are aware of the scope of the services. The final acceptance of the tender rests with the Incharge, SP Cell, CIPET Head Office, Chennai, who reserves the right to accept or reject any or all tenders without assigning any reason there of.

(E) TERMS & CONDITIONS :

1. The payment will be made through NEFT by CIPET Head Office, Chennai to the bank account as mentioned in the bank mandate. The bidder shall submit the documents which shall clearly indicate that the proper installation, commissioning & successful testing of web server are done and said document shall be duly acknowledged by the Web Administrator of CIPET Head Office, Chennai. No advance payment shall be made by CIPET Head Office, Chennai under any circumstances. The final payment within 30 days from the date of receipt of final bill/invoice duly supported by satisfactory inspection/work completion certificate from the CIPET Head Office, Chennai authorities.
2. **Taxes:** Goods and Service Taxes are applicable as per the prevailing rate. If bidder doesn't mention taxes and duties, the same shall be considered as **"borne by the bidder itself"** and included in its quoted price. TDS will be deducted at source as per rules.
3. **Time Of Completion:** The period of completion of the work is One Week from the date of the award of Work Order.
4. **Earnest Money Deposit (EMD)**
 - a) EMD of Rs. 20,000/- (Rs. Twenty Thousand Only) to be deposited in the form of Demand Draft drawn on any scheduled bank in favour of "CIPET Head Office" payable at "Chennai". However, scanned copy of the same to be uploaded along with the copy of the Technical Bid document.
 - b) Bid received without EMD in the specified mode or without valid documents w.r.t. exemption related to deposition of EMD, will not be considered.

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- c) Bidder claiming the exemption w.r.t. non-submission of EMD should submit the valid document issued by the Authorized/Competent Government Body.
 - d) EMD of the unsuccessful parties will be returned within a specified period on completion of the tender process and on receipt of a written request from the parties/bidder in this regard.
 - e) Withdrawal is not allowed after submission of tender. EMD of the successful bidders who fail to honor the acceptance of Letter of Intent/Work order with prescribed terms & condition shall stand forfeited. No representation in this regard shall be entertained by this Institute.
 - f) EMD will not earn any interest during its pendency with CIPET Head Office-Chennai. EMD of the successful bidder will be returned on execution of the agreement with CIPET for the said policy.
5. **Period of Contract:** Under normal circumstances, the contract shall be valid for a period of one year from date of issue of purchase / work order. However, contract may be extended for further period of one year and up to five years on the same rates, terms and conditions if the service is found satisfactory.
 6. **Performance Security:** Security deposit shall be 5% of the total contract value and shall be refunded only after end of defect liability period of one year, provided the Service Provider has satisfactorily carried out all the works and attended to all defects in accordance with the all conditions of contract. In case, the contract is further extended beyond the initial period, the performance security will have to be accordingly renewed by the bidder.
 7. **Penalty Clause:** The Service Provider shall strictly observe the time allowed for carrying out the works as stipulated in the Tender. The work shall, throughout the stipulated period of the contract, be proceeded with due diligence (time being deemed to be the essence of the contract). Tenderer shall pay to CIPET Head Office, Chennai an amount equal to 1% of the amount of the contract value for every week or a part thereof that the work may remain incomplete as per the completion schedule stipulated in the Tender, subject to a maximum compensation of 10% of the contract value after which period, appropriate action will be taken by CIPET Head Office, Chennai as deemed fit. CIPET Head Office, Chennai may extend the time for completion of the tendered work at its discretion on the written request of the Contractor for such purpose provided that CIPET Head Office, Chennai considers the reasons for such extension as genuine, sufficient and acceptable.
 8. The Bidder shall provide the Bank accounts details along with Scanned copy of cancelled cheque for onward transaction.
 9. **Bid document:** The bidder should read the e-Tender documents carefully before quoting. It shall be deemed that the bidder has gone through the documents carefully and has understood its implication.
 10. The Tender, submitted by the Bidder who have already been declared as Black Listed or whose contract was terminated for dissatisfactory supply/service or who was unable to supply/serve any Institute/Organization run by the State / Central Government / PSU / Corporate Sectors will not be considered even his being the lowest rate.
 11. The Bidder should provide relevant documents regarding the Partnership Firm/Public/Pvt. Ltd. Company/Cooperative society.

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12. Restriction of Bidders from Countries sharing Land Borders with India: vide Department of Expenditure, MOF, Govt. of India OM No. 6/18/2019-PPD date: 23/07/2020 and its subsequent order dated 23.07.2020 and 24.07.2020 is applicable in this tender.
13. Relaxation of Norms for Startup and Micro & Small Enterprises in Public Procurement on Prior Experience – Prior Turnover Criteria is applicable; hence the MSME/NSIC certificate should be submitted.
14. Rates quoted by the Service Provider are firm and fixed for the entire duration of contract. No escalation whatsoever will be permissible on any account. CIPET HO reserves the right to remove or alter any item from the scope of work. Execution of extra item, if any, should be done only after prior approval from CIPET HO.
15. **Installation:**
 - a. The successful bidder shall complete the installation strictly within a week.
 - b. The Dedicated Web Server shall have to be installed to the satisfaction of concerned Authority.
16. **Standards** - The Dedicated Web server supplied under the contract shall conform to the standards mentioned in the Technical Specifications.
17. **Patent Rights** - The Service Provider shall indemnify the Purchaser against all third party actions/claims of infringement of patent, trademark or industrial design rights (if any), arising from the use of goods or any part thereof.
18. **Duly attested and scanned copy of the below mentioned essential documents need to be uploaded on E-tender portal along with the Tender documents of Technical Bid:**
 - a. PAN Card of the agency
 - b. GST No Registration copy
 - c. Copy of Authorization letter for signing the Tender Document
 - d. Documents related to Minimum 20 years' experience in the related field.
 - e. Turnover should for the Financial Years of the last three years i.e. 2020-21, 2021-22 & 2022-23. To substantiate the claim service provider is required to enclose the audited copy of the Balance Sheet.
 - f. Income Tax Return filed for the Financial Year 2020-21, 2021-22 & 2022-23.
 - g. Under taking that "The Company has not been blacklisted by any of the departments/organizations of the Government of India/State Government Departments/Autonomous body/Public Sector Undertaking/ Co-operative Societies/ Society registered under prevailing Society Act of the India & Major/reputed Private Organization running his/her/their business in Indian Territory. Further, it is stated that neither any criminal/fraud case is pending/contemplated nor convicted in any Criminal/fraud case by the Court of Law. "
 - h. Duly signed Copy of the Tender Form as a mark of acceptance of the Terms and Condition of the Tender.

(F) PREPARATION OF BIDS

1. Bid Form
 - a) The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the Bidding Documents.
2. Documents establishing Bidder's Eligibility and Qualifications
 - a) The Bidder shall furnish, as part of its bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract if its bid is accepted.
 - b) The documentary evidence of the Bidder's qualifications to perform the Contract if its bid is accepted, shall establish to the CIPET's satisfaction.
 - c) The Bidder has the financial, technical, and production capability necessary to perform the Contract and meets the criteria outlined in the qualification criteria specified as per the Tender norms.
3. **Period of Validity of Bids** - Bids shall remain valid for 120 days after the date of bid opening prescribed by the CIPET. A bid valid for a shorter period may be rejected by the CIPET as non- responsive.
4. **Deadline for Submission of Bids** - CIPET may, at its discretion, extend this deadline for submission of bids by amending the Bid Documents, in which case all rights and obligations of the CIPET and Bidders previously subject to the deadline will thereafter be subject to the dead-line as extended.

(G) AWARD OF CONTRACT

1. Post Qualification
 - a) CIPET will determine to its satisfaction whether the Bidder selected as having submitted the lowest evaluated responsive bid is qualified to satisfactorily perform the Contract.
 - b) The determination will take into account the Bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder as well as such other information as the CIPET deems necessary and appropriate.
 - c) An Affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid.
2. CIPET's Right to Accept any Bid and to Reject Any or All Bids
 - a) The CIPET reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidders or Bidders of the grounds for the CIPET's action.

(H) SECURITY DEPOSIT/PERFORMANCE GUARANTEE

1. Successful bidder has to submit Performance Guarantee/Security deposit equivalent to 5% of the amount of Work Order value in the form of Account Payee DD/Fixed Deposit Receipt from a Commercial Bank in favour of CIPET HEAD OFFICE Payable at Chennai which should be valid for a period of 60 days beyond the completion of the contractual obligations by the bidder. In case, the contract is further extended beyond the initial period, the performance security will have to be accordingly renewed by the bidder.

(I) FORFEITURE OF SECURITY DEPOSIT/PERFORMANCE GUARANTEE

1. If the successful bidder refuses/fails to accept the Letter of Intent (LOI)/Work Order issued by CIPET, Head Office, Chennai or the works assigned to the bidder are not done as per the scope of work/schedule of requirement, Security Deposit will be forfeited and the bidder will not be entertained for any tenders that may be published in future by CIPET, Head Office, Chennai.
2. If the contract is terminated by CIPET, Head Office, Chennai due to poor performance/violation(s) of any clause(s) of the agreement or for any bad acts considered prejudicial by CIPET Centre of the selected bidder, Performance Guarantee will be forfeited.

(J) JURISDICTION FOR DISPUTE REDRESSAL

Arbitration:

1. In the event of any dispute arising between Purchaser and the Service Provider in any matter covered by this contract or arising directly or indirectly there from or connected or concerned with the said contract in any manner of the implementation of any terms and conditions of the said contract, the matter shall be referred to the 'The Director General, CIPET Head Office, Guindy, Chennai – 600032 (India), who may himself act as sole arbitrator or may name as sole arbitrator an officer of CIPET Head Office, Chennai not withstanding the fact that such officer has been directly or indirectly associated with this contract and the provisions of the Indian Arbitration Conciliation Act,1996 shall apply to such arbitration. The contractor expressly agrees that the arbitration proceedings shall be held at Chennai.
2. The proceedings of arbitration shall be in English language:
3. In case any Service Provider wants to take the dispute to a court of law after arbitration award as aforesaid, it is clearly understood that only courts in Chennai shall have the Jurisdiction.

* * *

ANNEXURE-I

TECHNICAL BID DOCUMENT

1	Name of the Company	
2	Profile of the Company	
3	Name of Proprietor	
4	Full Address of Registered Office of Company	
	(a) Telephone No.	
	(c) Mobile No.	
	(d) e-Mail ID	
5	Correspondence address of office of Company	
6	Full address of branch office of Company	
7	PAN No.	
8	GST No.	
9	Annual turnover for the last three Financial year (a copy of the turnover statement for the below three assessment years separately, duly certified by the chartered accountant, to be attached)	
	Assessment Year	Amount (Rs. in Lakh)
		Remarks, if any
	2020 – 21	
	2021 – 22	
	2022 – 23	

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10	Balance Sheet & PL Account statement for the last three financial year (a copy of the balance sheet statement for the below three financial year separately to be attached):		
	Financial Year	Amount (Rs. in Lakh)	Remarks, if any
	2020 – 21		
	2021 – 22		
	2022 – 23		
11	IT return for the last three assessment year (a copy of the statement for the below three assessment year separately to be attached):		
	Assessment Year	Amount (Rs. in Lakh)	Remarks, if any
	2020 – 21		
	2021 – 22		
	2022 – 23		
12	Self-declaration undertaking of No pending litigation		
13	Self-declaration statement undertaking for bidder not debarred/blacklisted or banned from any Central Government / PSU / State Govt. / any Corporate Sector.		
14	The bidder shall have local office/infrastructure to attend visit within 48 hours(Mention in details)		
15	The bidder should sign & seal each page of the tender document and required to upload.		

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16.	Experience – Min. 20 years in Hosting Fully managed devoted Mail Server and Web Server		
17.	ISO 27001 ISO Certificate		
18	Details of the Bidder must have satisfactorily execution of similar works in Reputed Organizations/PSU/Govt./Corporate Sectors during the last 5 Years with the total cumulative cost of the project not less than Rs. 10 Lakh Rupees (Separate copies of related document should be separately uploaded)		
S. No.	Details of Parties along with their address, telephone & email address	Price of the Awarded Contract (in `)	Name/Type of the Work Completed
1			
2			
3			
4			
5			

Signature of authorized person
With Office Seal

Name: _____

Date: _____

Place: _____



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ANNEXURE-II

DECLARATION

I _____ son/daughter/wife of Shri/Smt. _____
Proprietor/Director/Authorized Signatory of the Service Provider mentioned above is competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions laid down in the tender and undertake to abide by them.

The information/documents furnished along with the above bid/application are true and authentic to the best of my knowledge and belief. I am well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender/bid at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person
With Office Seal

Name: _____

Date: _____

Place: _____



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ANNEXURE-III

FINANCIAL BID DOCUMENT

To,
M/s. CIPET, Head Office
(Service Provider Cell)
Guindy
Chennai – 600 032

Sub: Financial Bid for Hiring, Installation, Testing, Commissioning of Dedicated Web Servers (Production and Testing) for CIPET, Head Office, Chennai– reg.

Dear Sir,

In response to Tender Doc No: CIPET/HO-SPC/Web/2023-24, we are pleased to enclose the following as our financial bid for your kind consideration:

S. No.	Description	Total Amount (Rs.)
01.	Hiring, Installation, Testing, Commissioning of Dedicated Web Servers (Production and Testing) for CIPET Head Office, Chennai as per Tender BOQ	
	Taxes, if any	
	Total (Rs.)	

Signature of authorized person
With Office Seal

Name: _____

Date: _____

Place: _____

ANNEXURE-IV

FINANCIAL BID

Financial bid for Hiring, Installation, Testing, Commissioning of Dedicated Web Servers (Production and Testing) for CIPET Head Office, Chennai

Description	Deliverables	Qty.	Amount Per Year (Rs.)
Web Server - Production	Intel Xeon Quadcore x 1 processor; 32 GB RAM; 2 TB HDD with Linux OS, Cpanel One Separate IP Address	1	
Web Server - Testing	Intel Xeon Quadcore x 1 processor; 8 GB RAM; 05 GB HDD with Linux OS and Cpanel	1	
Backup	Backup Charges for Web Server - Production & Testing	1	
Fully Managed Service	Fully Managed Service for Web Server - Production & Testing	1	
Migration	Migration charges for existing Web Server - Production & Testing	1	
One Time Setup-fee	One time Server Setup-fee (Web Server - Production & Testing)	1	
	Taxes, If any (Rs.)	--	
	Total Amount (Rs.)	--	

Signature

* * *