

Tender Document for providing of Cloud based Data  
Centre services

No: SEBA/IT/CLOUD/2016/10/13



Issued by:

SEBA

Board of Secondary Education, Assam.  
Bamunimaidan, Guwahti - 781 021.

## BID DATA SHEET

Bid Inviting Authority	Board of Secondary Education, Assam.
NIT No. & date	SEBA/ IT/CLOUD/2016/10/22 & SEBA/ IT/CLOUD/2016/10/13 Dated: 14/02/2017
Place of issue and submission of bid documents	Office of the Secretary.
Details for Correspondence	The Secretary, Board of Secondary Education, Assam, Bamunimaidan, Guwahati - 781 021 Tel. No.+91 361 2550371, +91 9435051788
Nature of bidding process	Hard Copy Submission
Bid Document Cost	Rs. 1,000/- (Rupees One thousand Only)
Earnest Money Deposit (EMD) payable	Rs. 20,000/- (Rupees Twenty thousand Only)
Last date & Time for submission of Bids	Up to 15:00 hours on 03/03/2017
Date, Time and Venue of Opening of Pre- Qualification Bids	16:00 hours on 03/03/2017. <u>Venue:</u> Board of Secondary Education, Assam, Bamunimaidan, Guwahati - 781 021.
Date, Time and Venue of Opening of Technical Bids	11:00 hours on 04/03/2017. <u>Venue:</u> Board of Secondary Education, Assam, Bamunimaidan, Guwahati - 781 021.
Date, Time and Venue of Opening of Commercial Bids	Will be intimated to the Qualified Bidders separately

## **1. About SEBA:**

The Assam Secondary Education Act, 1961 (Assam Act, XXV of 1961) was passed to provide for the establishment of a Board of Secondary Education to regulate, supervise and develop Secondary Education in the State of Assam. The Act came into force with effect from 29th January, 1962 with the publication of Government of Assam, Education Department Notification no. 159/61/37 dated 29/1/1962.

The jurisdiction of SEBA was the territory of the erstwhile State of Assam comprising the entire North East region of the country. With the creation of the States Meghalaya, Nagaland, Manipur, Mizoram, Tripura and Arunachal Pradesh out of Assam at different times and with the establishment of their separate Boards of School Education the jurisdiction of SEBA got confined to the State of Assam.

## **2. About this document (Competitive Bidding)**

SEBA has undertaken lot of initiatives to introduce the Information and Communication Technology into working and administration of the Board to enhance the service level to the students. This project also is a part of such initiative which envisages the modernization of the Record keeping and maintenance thereof with the introduction of Cloud based Data Centre services.

1. To implement this project, SEBA has decided that it will engage a professional Implementing Agency (IA) to design, develop and set up the proposed Cloud based Data Centre and provide SEBA the services thereof on yearly rent basis. The specifications laid out in this document are indicative of the minimum requirements and the bidders are expected to focus on the objectives of this Project and formulate their solution offerings in a manner that enables achieving those objectives both in letter and spirit.

2. The successful Bidder shall be finalized based on competitive bidding following QCBS (Quality cum Cost Based Selection) process. Detailed process may be seen in Section 4 and 5.
3. Tenders would be considered in the prescribed tender form/document only.
4. Bids complete in all respects must reach the designated office on or before the BID due date - 03/03/2017 up to 15:00 hours. The Bid Security & Pre qualification bids will be opened the same day at 16:00 hours.
5. SEBA reserves the right to accept or reject in part or full any or all the offers without assigning any reason whatsoever.
6. Interested eligible bidders may obtain further information from the office of the Secretary, SEBA, Bamunimaidam, Guwahati - 781 021.
7. This Document is not an offer by SEBA but an invitation for response from bidders. No contractual obligation whatsoever shall arise from the tendering process unless and until a formal Contract is signed and executed by duly authorized officers of SEBA and the bidders.

### 3. Scope of Work

Broadly, the scope of work will comprise of the following:

The bidder shall provide **secured cloud based server space** along with all other related services which will include but not limited to data security, network level security, data backup and recovery, placement of physical servers in multiple geographical locations etc.

The servers and their configurations are to be proposed by the bidder based on the following requirements:

**Requirement 1:** Space to host a DBMS system to store past result data of approximately 4 lakh candidates each year for past 5 years. (This data include marks details, personal details and institution details.) It should also host the registration data of students for past 5 years, which is also approximately 4 lakh students each year. (This data includes personal details and institution details.)

**Requirement 2:** Space to store photo and signature for each of the students mentioned above. Size of photo and signature are minimal (around 50 kb each).

**Requirement 3:** Space to store and run application software for internal use, which can access the above data.

**Requirement 4:** Server space to host web applications from time to time. The solution provided should be of minimum cost, as the expected load is not high. However, it should be scalable to withstand a higher load, if required.

**Requirement 5:** Complete backup and recovery solution for all the above.

**Note:** The requirements 1, 2, and 3 are *not* mutually exclusive. The vendor is free to choose the number of servers, specifications etc, so as to meet the requirements at a minimum cost. The solution proposed should be of the minimum required specs considering the above requirements. Any unnecessary additions will not be entertained. However, security of data, mirroring and backup is of utmost importance.

Initial contract is proposed for 3 years, which is liable to be extended further. However, SEBA reserves the right to limit the contract to 1 year. **It should be specified in details about the data handover policy in case SEBA decides not to continue with the bidder in future.**

The physical servers / other devices of the data centre should be inclusive of the particulars mentioned in the following table. Commercial price quoted should be inclusive of the following, and no separate price will be paid behalf of any of these.

Component	Services Included
Servers	Infrastructure / Hardware
	Underlying Hardware AMC
	Monitoring & Management
	Space & power
Operating System	Licence
	Software & subscription
	Monitoring & Management
	<b>All future upgrades &amp; patches</b>
Virtualization	Virtualization Software Licence
	Software & subscription
	Monitoring & Management of VM's
	Virtualization Configuration Management
LAN Switches / Switching Infrastructure	Infrastructure / Hardware
	Underlying Hardware AMC
	Monitoring & Management

	Space & power
Load Balancer	Infrastructure / Hardware
	Underlying Hardware AMC
	Monitoring & Management
	Space & power
Data Centre Infrastructure	Power/UPS/Generator, N+1 redundancy, Tier 3
	Cooling / Air-conditioning / Fire Supression
	5 levels of security
	Compliance - ISO 27001, ISO 27018
Router / Routed ports	Infrastructure / Hardware
	Underlying Hardware AMC
	Monitoring & Management
	Space & power
Backup	Backup servers located in different geographical location
	Data mirrored in servers located in different geographical location

#### 4. Preparation and Submission of Bids

Submission of proposals shall be in accordance with the instructions given in the Table below. Bidders shall submit their responses/proposals at the office of SEBA on date and time as indicated in this Document.

<p><b>Envelope 1: Bid Security</b></p>	<p>The envelope containing the Bid Security shall be sealed and super scribed "<b>Bid Security</b>".</p>
<p><b>Envelope 2 : Pre - Qualification Proposal</b></p>	<p>The Pre-Qualification Proposal shall be prepared in accordance with the requirements specified in this Document.</p> <p>The words "<b>Pre-Qualification Proposal</b>" shall be written in indelible ink on the envelope on the top right hand corner and addressed to the SEBA at the address specified in this document.</p> <p>One replica in soft copy must be enclosed.</p> <p><i>(This envelope <b>should not</b> contain the technical or commercial bid, in either explicit or implicit form, in which case the bid will be rejected).</i></p>
<p><b>Envelope 3 : Technical Proposal</b></p>	<p>The Technical bid shall be submitted in a sealed envelope as per the format prescribed in Section 6 of this document.</p> <p>The Technical Bid should be submitted with the words "<b>Technical Proposal</b>" shall be written in indelible ink on the hardcopy and shall be put in an envelope which shall be sealed and super scribed "<b>Technical Proposal</b>" and addressed to SEBA at the address specified in this document.</p> <p><b>One replica in soft copy must be enclosed.</b> The soft copy of the presentation (proposed solution / interface etc) should be submitted.</p> <p><i>(This envelope <b>should not</b> contain the Commercial bid, in either explicit or implicit form, in which case the bid will be rejected.)</i></p>

<p><b>Envelope 4:</b> Commercial bid</p>	<p>The Commercial bid shall be submitted in a sealed envelope as per the format prescribed in Section 6 of this document.</p> <p>The words “<b>Commercial bid</b>” shall be written in indelible ink on the hardcopy. The Hard Copy shall be signed by the authorized signatory on all the page(s) before being put in the envelope and sealed. The envelope should also be super scribed “<b>Commercial bid (Not to be opened with the Technical Proposal)</b>” at the top and addressed to the SEBA at the address specified in this document. <i>(Unsigned Hard Copy of the Commercial bid will lead to rejection of the bid.)</i></p>
<p><b>Envelope 5</b></p>	<p>All the above 4 envelopes along with the proposal letter should be put in envelope 5 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project (“<b>Tender Document for providing of Cloud based Data Centre Services</b>”)</p>

*SEBA will not accept delivery of proposal by fax or e-mail. Proposal received by facsimile is liable to be treated as defective, invalid and rejected.*



## **5. Bid Opening and Evaluation (QCBS) Process**

### **5.1 Bid Opening Session**

The bids will be opened, in three sessions, one each for Prequalification, Technical and Commercial, in the presence of bidders' representatives (only one per bidder) who choose to attend the Bid opening sessions on the specified date, time and address. The bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for SEBA, the Bids shall be opened at the same time and location on the next working day. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

### **5.2 Opening of Bid Security Envelope**

The bid security will be opened, by the Bid Evaluation Committee nominated by SEBA for bid evaluation, in the presence of bidders' representatives (only one) who choose to attend the session on the specified date, time and address. The Bid Security envelope of the bidders will be opened on the same day and time, on which the Pre-qualification Bid is opened, and bids not accompanied with the requisite Bid Security or whose Bid Security is not in order shall be rejected.

### **5.3 Evaluation of Pre-Qualification proposal**

The objective of the pre-qualification proposal evaluation stage is to ascertain the bidder's technical skill base and financial capacity are consistent with the needs of the project. The Pre-Qualification Proposal will be evaluated to verify if the bidder meets the pre-qualification criteria as mentioned in Section 6.1 of this document. The Technical Proposals of only those bidders who meet the pre-qualification criteria will be opened.

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## 5.4 Evaluation of Technical Proposal

The evaluation of the Technical bids will be carried out in the following manner:

1. The bidders' technical proposal proposed in the bid document is evaluated as per the requirements specified in the document and adopts the evaluation criteria spelt out in this document. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed service citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.
2. The Bid Evaluation Committee may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications submitted by the Bidder on the technical proposal should not have any commercial implications.
3. Following will be the technical evaluation methodology:
  - a. Each Technical Bid will be assigned a technical score out of a maximum of 100 points. Each of the criteria will be assigned a technical score.
  - b. Only the bidders, who score above the minimum cut-off score defined in each of the Evaluation Criteria and score a total Technical score of 60 (sixty ) or more, will qualify for the evaluation of their commercial bids. SEBA reserve all the rights to relax the minimum technical score in the technical evaluation.
  - c. The commercial bids of bidders who do not qualify technically shall be returned unopened in reasonable time form to the bidder's representatives after the completion of the evaluation process along with the Bid Security.
  - d. The Bid Evaluation Committee reserves the right whether to indicate to all the bidders the results of the technical evaluation.
  - e. The technically qualified bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

4. Following distribution of evaluation parameter, weightage and cut-off will be adopted for technical evaluation of bids:

S No	Description	Marks
1	Past Experience of the Bidder	50
2	Proposed Technical Solution	20
3	Backup and recovery	15
4	Data handover policy	15
	TOTAL	100

### 5.5 Evaluation of Commercial Bid

The Bidder whose Technical score is the highest will be awarded **55 marks** and accordingly the other bidders will be awarded the Technical Marks.

- a. After evaluating the technical proposal SEBA shall notify the bidders who are considered acceptable, indicating date, time and venue for the opening of the commercial bid.
- b. The best financial offer (Revenue sharing ratio favouring SEBA) will be awarded **45 marks** and accordingly the other bids will be awarded the financial marks.
- c. **The highest scorer after combining the Technical and financial score will be considered the Successful Bidder.**
- d. Acceptance or Rejection of Proposals: SEBA reserves the right to accept or reject any proposal, 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.

## 6. Annexure (s) :

### 6.1 Format for Pre-Qualification Criteria

CRITERIA	DOCUMENTS TO BE SUBMITTED
1. The Bidder must be a company registered under Indian Companies Act 1956 or Indian Trusts Act or Societies Registration Act.	Certificate of Incorporation or Relevant certificates in case of Trust and Societies
2. The Bidder should have been in operation for at least three years as of 31st March 2016 providing related services.	Certificate of Incorporation / Certificate of Commencement of Business issued by the Registrar of Companies for Limited Companies.
3. The Bidder should have executed at least 1 such service(s) orders in <b>banks / boards</b> .	Work Order / LoI with all the relevant details. Bidder to provide list of clients along with contact details (name, address, telephone, email)
4. The Bidder should have had an average annual turnover of at least Rs. 10.00 Crores during the last 3 financial years ending 31st March 2016.	Audited financial statements for the last 3 financial years.
5. Bidder should not be blacklisted / terminated by any Government organization / agency for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices	Undertaking from the authorized signatory (All the Consortium members in case of consortium)
6. Bidder must be a profit making company in at least two of the last three financial years ending 31st March 2016.	Audited financial statements for the last 3 financial years
7. The Bidder shall have provided 5 such service(s) in <b>Government/Institutional Sector</b>	Copy of work order or client certificates along with value of contract
8. The Bidder must be ISO 27001:2013 certified	Copies of Certificates
9. OEM, if not the bidder, must be ISO 9000/9001/9002 certified consistently	Copies of Certificates
10. All the software components used, if provided by a third party should be properly licensed.	Copies of S/W licence agreements

**6.1.1 Details of the Bidder (s):**

S.No	Particulars	
1	Name	
2	Address	
3	Telephone	
4	e-mail	
5	Website	
6	Year of Establishment	
7	Constitution	
8	Authorized Person with contact numbers and mail id.	

If the Bidder is consortium, all the members of the Consortium should furnish the details in format above mentioned.

**6.1.2. Details of the Past Experience**

S.No	Client Details	Details of Work Order with Values
1		
2		
3		
4		
5		

**6.1.3 Turnover Details of the Bidder:**

S.No	Financial Year	Turnover ( In Lakhs)	Net Profit
1	2013 - 14		
2	2014 - 15		
3	2015 - 16		

## 6.2 Format for Technical Bid

Bidders are expected to give a detailed plan and explain the total solution proposed. The complete details of the compliance of the specifications (as per format C) should be submitted in a Tabular format. The other related Hardware/Software along with their brochure and details have to be submitted make and models to be submitted. It has to be clearly articulated why the hardware/software is being proposed and their technical advantages.

The bidder is to submit the Technical proposal keeping in the view the requirement mentioned. They should clearly indicate the Solution, Past Experience including test cases, methodology and approach. SEBA might also ask the bidder to make a presentation on the solution on a pre-determined date to the concerned officials or the tender committee. The soft copy of the presentation (proposed solution / interface etc) should be submitted.

### Format A (Technical Details Per Server)

S No	Particulars	Quantity proposed	Detailed description (Should cover everything)
A	H/W RESOURCE (Infrastructure)		
	1.		
	2.		
B	SOFTWARE		
	1.		
	2.		
C	SERVICES (Backup, maintenance etc)		
	1.		
	2.		

### Format B (Data handover policy)

The bidder must write in details in plain language its proposed data handover policy in case SEBA decides to discontinue with the bidder.

**Format C (Compliance)**

<b>Component</b>	<b>Services Included</b>	<b>Details Compliance /</b>
Servers	Infrastructure / Hardware	
	Underlying Hardware AMC	
	Monitoring & Management	
	Space & power	
Operating System	Licence	
	Software & subscription	
	Monitoring & Management	
	<b>All future upgrades &amp; patches</b>	
Virtualization	Virtualization Software Licence	
	Software & subscription	
	Monitoring & Management of VM's	
	Virtualization Configuration Management	
LAN Switches / Switching Infrastructure	Infrastructure / Hardware	
	Underlying Hardware AMC	
	Monitoring & Management	
	Space & power	
Load Balancer	Infrastructure / Hardware	
	Underlying Hardware AMC	
	Monitoring & Management	
	Space & power	
Data Centre Infrastructure	Power/UPS/Generator, N+1 redundancy, Tier 3	
	Cooling / Air-conditioning / Fire Supression	
	5 levels of security	
	Compliance - ISO 27001, ISO 27018	
Router / Routed ports	Infrastructure / Hardware	
	Underlying Hardware AMC	
	Monitoring & Management	
	Space & power	
	Backup servers located in	

Backup	different geographical location	
	Data mirrored in servers located in different geographical location	

### 6.3 Format for Commercial Bid

The commercial Bid has to be printed in the format given below on the letter head of the Bidder. (Please add rows as required)

#### Format A (basic services) individually per server

S No	Particulars	Basic Price per year	Taxes	Quantity	Total Price per year with Taxes
A	H/W RESOURCE (Infrastructure)				
	1.				
	2.				
B	SOFTWARE				
	1.				
	2.				
C	SERVICES (Backup, maintenance etc)				
	1.				
	2.				

Total (Including Taxes):

#### Format B (Additional Services)

S. No	Resources	Price per year with Taxes
1)	1 vCPU	
2)	1 GB RAM	
3)	50 GB Storage	
4)	1 Network Segment (includes VLAN, Network	



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	Switching & Routing, Managed Firewall & load Balancing Capabilities)	
5)	1 Additional Sub-Admin (per Admin)	
6)	1 Additional IP Addresses	

Seal & Signature of the Authorised Signatory.