



राजीव गाँधी राष्ट्रीय विमानन विश्वविद्यालय
RAJIV GANDHI NATIONAL AVIATION UNIVERSITY
नागर विमानन मंत्रालय, भारत सरकार के तहत एक केंद्रीय विश्वविद्यालय
(A Central University under Ministry of Civil Aviation, Govt. of India)
2013 में संसद के एक अधिनियम द्वारा स्थापित
Established by an Act of Parliament in 2013

06 June 2020

Appointment of Agency for Hosting Cloud Services and for the RGNAU Website AMC

Bids are invited from duly qualified organisations for hosting cloud services and managing the Annual Maintenance Contract (AMC) of the websites of Rajiv Gandhi National Aviation University (RGNAU) as per the Request for Proposal (RFP) document enclosed herewith.

2. The application complete in all respect should be sent by registered/speed post to "Registrar, Rajiv Gandhi National Aviation University, Fursatganj, Amethi, Uttar Pradesh - 229302".
3. Last date for receipt of bids is **17 June 2020 up to 1600 hours**.

(Garima Singh)

Registrar

Rajiv Gandhi National Aviation University

Appointment of Agency for Hosting Cloud Services and for the RGNAU Website AMC

REQUEST FOR PROPOSAL

1. INTRODUCTION

- a) The Rajiv Gandhi National Aviation University ('RGNAU' or the 'University') has been established by an Act of Parliament called the Rajiv Gandhi National Aviation University Act, 2013 at Fursatganj, Amethi, Uttar Pradesh. It comes under the administrative control of the Ministry of Civil Aviation.
- b) The objective of RGNAU is to facilitate and promote teaching, training and research in aviation. The University has been envisioned as a premier institution of higher learning aimed at providing highly qualified professionals, researchers and thinkers to the aviation industry in India and abroad.
- c) The RGNAU Act 2013 empowers the University to award diplomas, degrees, and post-graduate degrees in the field of aviation. Collaborations with leading international universities and institutions are being explored with an aim to provide global knowledge customised to Indian requirements.
- d) This is a Request for Proposal (RFP) for hosting cloud services and website AMC of the University to a duly qualified service provider ('Agency').

2. SCOPE OF THE WORK OF THE AGENCY

2.1 Cloud Services

- a) 24 x 7 x 365 days cloud services to the University.
- b) Setup and maintenance of Cloud Based Server.
- c) Migration of University's website along with its entire content and design from its existing cloud server to the newer one.
- d) Website content mapping with the new cloud server.
- e) Management of the existing email system (rgnau.ac.in) of the University. Provision to allocate new User IDs and retaining the existing ones.
- f) Database setup and mapping.
- g) Online support for any server related issues and addressing technical issues related to website's data and security (this excludes the website's content management)
- h) Zero downtime in cloud services.
- i) Data security services.
- j) 24x7x365 monitoring system.
- k) Protection from malware, spyware and any data attacks.

2.2 Server Configuration

Sl. No	Proposed Cloud Configuration	Quantity
1	Web Server 4 vCPU's, 16 GB RAM, 1 x 375 GB SSD Storage, centOS/Debian/Ubuntu <ul style="list-style-type: none">• Unlimited Bandwidth• WHM Panel for management• 1 IP Address	1
2	Email Server 8 vCPU's, 32 GB RAM, 1 x 500 GB SSD Storage centOS/Debian/Ubuntu <ul style="list-style-type: none">• Unlimited Bandwidth• WHM Panel for management• 1 IP Address	1

2.3 Annual Maintenance of the University's website.

The Agency has to ensure the availability of a dedicated person available from 0900-1800 hours for the University's website maintenance that shall include the following:

- Providing online support for any issues related to the website's content.
- Updating and managing the content of the University's website.
- Handling the helpdesk on email and chat during any event organised by the University.

2.4 Mail Management Services

Agency will provide mail management services whereby the Agency will be responsible for managing availability and performance of the email infrastructure. Agency will also provide end-to-end support, right from resolving problems to managing the email infrastructure.

2.5 Back-up Services

- Agency shall provide a full backup of both web server and email server for a minimum period of 7 days for disaster recovery purpose and will provide a copy of the data backup on a weekly basis to the University.
- The confidentiality of the data is mandatory.

2.6 Service Availability Guarantee

S No	Severity	Initial Response Time	Issue Resolution Time
1	Level 1	15 Mins	1 Hour
2	Level 2	30 Mins	2 Hours
3	Level 3	60 Mins	6 Hours
4.	Level 4	240 Mins	24 Hours

3. PENALTY CLAUSE

3.1 Violation of Service Level Agreement Penalty

- a) Financial penalty may be imposed on the Agency if the Agency is not able to achieve required service levels as mentioned below
 - i. Level 1 - delay in resolution up to 1 Hour - No penalty
 - ii. Level 2 – delay in resolution from 1 Hour to 2 Hours: 0.25% of the quarterly payment
 - iii. Level 3 – delay in resolution from 2 Hours to 3 Hours: 0.50% of the quarterly payment
 - iv. Level 4 – delay in resolution from 3 Hours to 4 Hours: 1% of the quarterly payment
- b) If the Agency violates Level 4 resolution norms more than three times in a quarter, the University reserves the right to forfeit the Agency's performance security.
- c) If the Agency violates Level 4 resolution norms more than six times from the date of start of the contract, the University reserves the right to terminate the contract.

4. CONTRACT PERIOD

- a) The Agency shall enter into an Agreement with the University on a non-judicial stamp paper of value Rs.100/-within 15 calendar days of receiving the letter of award. However, the Agreement shall come into force as soon as the award letter is issued by the University.
- b) The validity of the contract shall be initially for a period of one year from the date of award of the contract. This can be extended further, subject to satisfactory performance by the Agency. The final decision regarding extension, if any, shall rest with the University.

5. TESTING AND INSPECTION

The testing and inspection of the equipment and components procured shall be carried out by University at the time of initial installation and randomly from time to time.

6. PERFORMANCE BANK GUARANTEE

The selected Agency shall submit a contract performance guarantee (in the mode of Demand Draft, Fixed Deposit Receipt, Bank Guarantee) of an amount equal to 10% of the total contract value from any scheduled bank in favour of "Rajiv Gandhi National Aviation University". The performance guarantee should be valid for 18 months from starting of the contract and it will be returned to the selected Agency at the end of six months from the date of conclusion of the contract period.

7. CONFIDENTIALITY

The Agency shall at all times maintain the confidentiality of all information and shall not disclose the same or any part thereof to any third party without the prior written consent of the University.

8. TERMINATION

- a) The contract may be terminated by either party by giving 60 days' notice in writing to the other party.
- b) Prior to the issue of the termination notice, the aggrieved party shall provide a 30-day cure period to the other party to provide remedies to the grievances of the aggrieved party.
- c) The parties hereto shall, nevertheless, be bound to observe the terms of this document in respect of and up to the time all assignments on hand are completed in all respect.
- d) All disputes, claims, etc. arising out of the agreement between University and the Agency shall be submitted to the arbitrators appointed in the following manner:
 - i. If a dispute arises out of or in connection with the proposal or in respect of any defined legal relationship associated therewith or derived therefrom, the parties agree to submit that dispute for arbitration under the International Centre for Alternative Dispute Resolution Arbitration Rules 1996.
 - ii. The Authority to appoint arbitrator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR). ICADR shall provide services in accordance with ICADR Arbitration Rules 1996.
 - iii. The decision of ICADR shall be final and binding upon both parties.

9. RIGHT TO AMEND

The University reserves the right to modify any part or in full of this document without assigning any reason thereof.

10. RISK AND COST

- a) The selected Agency has to complete the assignment as per the schedule decided by University.
- b) In case of a delay or failure on part of the selected Agency to meet the desired schedule, University is fully authorized to assign the same to a new entity at the risk and cost of the selected Agency. The amount paid on this account will be adjusted from the amount payable to the Agency.

11. PAYMENT SCHEDULE

- a) No mobilization advance shall be paid.
- b) The payment shall be released after completion of work as mentioned in the scope of work.
- c) Payment for cloud services and AMC will be made on a quarterly basis after the successful completion of each quarter. The certificate of satisfactory services for a quarter shall be issued by the IT maintenance in-charge.
- d) The payment shall be made to the Agency for any claim beyond the defined scope of work subject to actual measurement and variations. Such additional requirements will be provided by the University in writing.

12. VALIDITY

The proposal from bidders shall be valid for a period of **90 days** from the last date of bid submission.

13. TECHNICAL BID

- a) The Proforma Letter "Acceptance of RGNAU's Tender Conditions" attached in Annexure- I shall be duly signed by the contractor and submitted along with the technical bid, failing which, the bid is liable to be rejected.
- b) Only those bidders should apply that are capable of executing both cloud website management.
- c) A bidder should provide an undertaking that he has not been blacklisted by any Government entity/ Public Sector Enterprise/ Central or State University.
- d) A bidder should provide an undertaking that the bidder has completed at least three assignments of similar nature during the last three years out of which two must be for a Government entity or a Public Sector Enterprise or

a Central or State University. Documentary evidence of the same should be enclosed as part of the Technical Bid.

14. FINANCIAL BID

Expressly indicated, the bidder shall not include any technical information regarding the services in the Price bid. Prices shall be quoted entirely in Indian Rupees and must be arrived at after including all expenses and incidentals etc. The Proforma "Financial bid" attached in Annexure- II shall be duly signed and stamped by the Bidder.

15. BID SUBMISSION

- a) The Authorized Signatory shall sign all pages of the Technical Bid and the Financial Bid.
- b) The technical and financial bids should be placed in two separate sealed envelopes.
- c) The envelope containing the technical bid should be marked as "Technical Bid regarding Cloud services and RGNAU website AMC".
- d) The envelope containing the financial bid should be marked as "Financial Bid regarding Cloud services and RGNAU website AMC".
- e) The sealed envelopes containing the technical and financial bids should be placed inside a larger envelope marked "Proposal regarding cloud services and RGNAU website AMC".
- f) The sealed proposal should be sent by Registered/Speed Post to **Registrar, Rajiv Gandhi National Aviation University, Fursatganj, Amethi (UP) 229302**
- g) The proposal should reach RGNAU latest by **the date and time mentioned in the cover letter**. Late applications shall be rejected.
- h) The financial bids of the technically qualified bidders will be opened at 1400 hrs on **18 June 2020 at RGNAU**. Qualified bidders may send one representative, along with an authority letter and identity proof, to witness the opening of the financial bids.
- i) The selected bidder shall be issued the Letter of Award (LoA) after approval from the Competent Authority.
- j) All statutory deductions will be made by the University as per norms specified by the Government of India
- k) The Agency has to ensure all statutory compliances related to the web and cloud management.

16. FORCE MAJEURE

Notwithstanding anything else contained in this RFP, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control. These include, inter

alia, without limitation, any delay caused by the acts of Government, acts of God, wars, natural or social calamities, epidemics, strikes, riots and terrorist attacks, etc).

17. SETTLEMENT OF DISPUTES

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Raebareli, Uttar Pradesh.

Acceptance of RGNAU's Tender Conditions

To:
The Registrar,
Rajiv Gandhi National Aviation University
Fursatganj, Amethi, Uttar Pradesh - 229302

Dear ma'm

1. The RFP for "Cloud services and University website AMC" have been issued to us by RGNAU. I/we hereby unconditionally accept the conditions mentioned in the RGNAU's RFP.
2. That, I/we declare that I/we have not paid and will not pay any bribe to any employee/officer of RGNAU for awarding this contract at any stage during its execution or at the time of payment of bills and further if any employee/officer of RGNAU asks for bribe/gratification I/we shall immediately report it to the Competent Authority in RGNAU
3. We have not been blacklisted by any Government entity/ Public Sector Enterprise/ Central or State University.
4. We have completed at least three assignments of similar nature during the last three years (out of which two are for a Government entity or a Public Sector Enterprise or a Central or State University). Documentary evidence of the same is enclosed as part of the Technical Bid.

Signature of authorised representative
Name of authorised representative
Designation of authorised representative
Name of bidding organisation
Date:
Place:
Official stamp of bidding organisation:

Rajiv Gandhi National Aviation University

Financial Bid

We hereby submit our consolidated financial bid for cloud services and AMC of RGNAU website as per the scope of work and conditions given in the RGNAU tender document:

S No	Proposed Cloud Configuration	Quantity	Bid value (INR)
1.	Web Server 4 vCPU's, 16 GB RAM, 1 x 375 GB SSD Storage, centOS/Debian/Ubuntu Unlimited Bandwidth WHM Panel for management 1 IP Address	1	
2.	Email Server 8 vCPU's, 32 GB RAM, 1 x 500 GB SSD Storage centOS/Debian/Ubuntu Unlimited Bandwidth WHM Panel for management 1 IP Address	1	
3.	RGNAU website AMC		
	TOTAL BID VALUE (1+2+3)		

Total bid value (in words) _____

Note: The above bid value should **NOT** include GST, which shall be paid by RGNAU to the selected Agency, in addition, as per applicable rates.

Signature of authorised representative _____
 Name of authorised representative _____
 Designation of authorised representative _____
 Name of bidding organisation _____
 Date _____
 Place _____
 Official stamp of bidding organisation _____
