

वेब-होस्टिंग सेवाओं हेतु निविदा

Tender for Web-Hosting Services

2022



आयुर्विज्ञान में राष्ट्रीय परीक्षा बोर्ड

NATIONAL BOARD OF EXAMINATIONS IN MEDICAL SCIENCES

नई दिल्ली / NEW DELHI

www.natboard.edu.in



तथ्य पत्रक / Fact Sheet

क्र. सं / Sr. No.	ब्यौरे / Particulars	विवरण / Details
1	अधिप्राप्ति हेतु निविदा/ Tender for Procurement of	वेब-होस्टिंग सेवाओं हेतु निविदा Tender for Web-Hosting Services
2	निविदा का प्रकार/ Type of Tender	(एकल चरण दो लिफाफा प्रणाली) (Single Stage Two Envelope System)
3	निविदा प्रकाशन तिथि / Tender Publication Date	05/08/2022
4	चयन विधि / Selection Method	न्यूनतम लागत प्रणाली (एलसीएस) Least Cost System (LCS)
5	निविदा दस्तावेज यहाँ उपलब्ध है / Tender Documents available at	https://natboard.edu.in/tender https://eprocure.gov.in/epublish/app
6	बयाना राशि / Earnest Money Deposit	NIL
7	नोडल अधिकारी / Nodal Officer	संयुक्त निदेशक (आईटी) / Joint Director (IT), आयुर्विज्ञान में राष्ट्रीय परीक्षा बोर्ड National Board of Examinations in Medical Sciences
8	प्री-बिड मीटिंग / Pre-Bid Meeting	22/08/2022: 1600hrs (at NBEMS Office, Sector-9, Dwarka, New Delhi)
9	बोली जमा करने की अंतिम तिथि / Last date of bid submission	26/08/2022: 12 noon (at National Board of Examinations in Medical Sciences, NAMS Building, Ansari Nagar, New Delhi – 110029)
10	बोलियां खुलने की तिथि और समय / Date & Time for Opening of bids	26/08/2022: 1600hrs (at NBEMS Office, Sector-9, Dwarka, New Delhi)
11	वित्तीय बोलियां खुलने की तिथि और समय / Date and Time for Opening of Financial bids	Shall be communicated to the Technically Compliant Bidders
12	सेवाओं के प्रारंभ होने की तिथि / Date of Commencement of Services	01/10/2022

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आयुर्विज्ञान में राष्ट्रीय परीक्षा बोर्ड
(स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के अधीन एक स्वायत्त निकाय)
NATIONAL BOARD OF EXAMINATIONS IN MEDICAL SCIENCES
(Autonomous Body under Ministry of Health and Family Welfare, Govt. of India)
महात्मा गांधी मार्ग (रिंग रोड), अंसारी नगर, नई दिल्ली- ११००२९
Mahatma Gandhi Marg (Ring Road), Ansari Nagar, New Delhi -110029

सं.: NBEMS/GA/Tender/Web-Hosting/2022/

दिनांक: 05/08/2022

वेब-होस्टिंग सेवाओं हेतु निविदा / Tender for Web-Hosting Services

आयुर्विज्ञान में राष्ट्रीय परीक्षा बोर्ड (एनबीईएमएस), स्वास्थ्य और परिवार कल्याण मंत्रालय, भारत सरकार का एक स्वायत्त निकाय है, जिसे आधुनिक चिकित्सा के क्षेत्र में स्नातकोत्तर स्तर पर एक समान और उच्च स्तरीय परीक्षा आयोजित करने का कार्य सौंपा गया है। The National Board of Examinations in Medical Sciences (NBEMS) is an autonomous body of Ministry of Health and Family Welfare (MOHFW), Govt. of India, entrusted with the task of conducting uniform and high standard exams at Post Graduation level in the field of Modern Medicine.

2. एनबीईएमएस वेब-होस्टिंग सेवा प्रदाताओं से एकल चरण दो लिफाफा प्रणाली (तकनीकी बोली और वित्तीय बोली) के तहत निविदा आमंत्रित करता है। बोली का यह आमंत्रण इस निविदा दस्तावेज में उल्लिखित पूर्व-योग्यता मानदंडों को पूरा करने वाले सभी बोलीदाताओं के लिए खुला है। NBEMS invites Tender under Single Stage Two Envelop System (Technical Bid and Financial Bid) from Web-Hosting Services Providers. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this Tender Document.

3. निविदा दस्तावेज एनबीईएमएस की वेबसाइट (www.natboard.edu.in) या सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल (<https://eprocure.gov.in/epublish/app>) से डाउनलोड किया जा सकता है। The Tender document can be downloaded from NBEMS's web site (www.natboard.edu.in) or Central Public Procurement Portal (<https://eprocure.gov.in/epublish/app>).

A. कार्य का दायरा व तकनीकी विनिर्देश / Scope of Work & Technical Specification

Functional Requirements

WEB HOSTING

It is the responsibility of the bidder to ensure that the web portal hosting is taken care of and that any problems are quickly resolved. Also, the hardware equipment is owned and maintained by the hosting service provider (bidder). The Service provider should support NBEMS for Installation of application and migration of data from the existing service provider.

I. Server Preference

- 1) Web Servers should be preferably Apache with Linux OS: Cent OS 7 64 Bit installed and maintain using “C-PANEL” Services.
- 2) RAM should be 16GB for VMs and 96GB for Physical Servers with provision for enhancement whenever required.
- 3) The hosting agency has to provide dedicated Fully Managed Servers. The hardware equipment should be owned and maintained by the hosting service provider itself. All system administration services also provide along with it.
- 4) Proposed system administration services are as follows:
 - Operating System Management
 - Database Management /Replication
 - Web Server Management
 - Management of Firewall and Load Balancers
 - Backup Management
 - Security Management
 - DNS Management
 - E-mail service and Server Management
 - Installation of Firewall and It's Maintenance
 - DDoS
 - Vulnerability Assessment /Penetration Testing of all Server(s) and mitigation of security Vulnerability caused due to server setup/services.
 - Proactive Maintenance Services
 - Data Migration, if required.
 - Installation of SSL certificate and Digital Signature Certificate whenever required.
 - Technical Support and literacy to NBEMS IT team for any new technical changes updates in server hosting environment
 - Any other Technical Support related to Server management.
- 5) The Web Hosting Service Provider should also ensure timely deployment of all latest update / upgrades of patches / versions / releases for all software / system software released by the developers.

II. Domain Name

The Hosting service provider should take care of all the activities of mapping the domain names as per the requirement of NBEMS. Creation of subdomain and mapping of the same with application hosted by NBEMS on this service provider or other service provider.

III. Backup

The Web Hosting Service Provider should provide 24x7x365 days uninterrupted service and should ensure that backup 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. They have also to ensure that the website should map to dedicated Disaster Recovery System / Server(s) at offsite.

IV. Traffic Volume & Bandwidth

The number of hits expected in the proposed web portal is 15,00,000 page views per month. Web Hosting Service Provider should not impose any traffic volume restrictions. Adequate bandwidth should be provided by the Web Service Hosting Provider. The service provider should increase the bandwidth as the condition may arise.

Approximate bandwidth required is 100 Mbps with 1 Gbps Network Uplink.

V. E-mail Functions

The Web Hosting Service Provider should provide all necessary support with regard to the installation and maintenance of active email services as required for the application developer / NBEMS. i.e. Mail Transfer Protocol to be made available whenever required. Apart from group email service, the bidder has to provide email services for the domain name natboard.edu.in and **nbe.edu.in** also.

VI. Database Access

The Database preferred is MySQL, SQL, PostgreSQL, MariaDB etc. The Web Hosting Service Provider should provide database access to the Web Portal. All the data like Master, Transaction, server logs and Audit data should be stored in the database. If any change in the Database has to be provided as per the requirement of the Website developer.

VII. Disk Space

The service provider should provide the initial disk space as SSD/SATA HDD Raid Level 10 type Controller with a usable storage space above 1TB for Database and latest technology. The Service Provider should be able to provide additional disk space as and when the need arises.

VIII. Control Panels

The preferred control panel is cPanel / Web Host Manager. The Web Hosting Service Provider has to provide all the possible operations including any updates to the application, analysis of logs through the control panels. The modules required in the control panels are Access to server logs, Details of available and used web space and bandwidth, Email account configuration, Maintaining File Transfer Protocol users' accounts, managing database, Visitor statistics using web log analysis software and Web based file manager.

IX. Uptime Guarantee

The Web Hosting Service Provider has to ensure that the Uptime for the application availability is at least 99.5% and 99.99% for the systems availability. Prior notification should be given for scheduled maintenance. Any issues with availability of Web Portal should be dealt without any delay.

X. Security

Hosting Provider should ensure various levels of securities against the vulnerabilities, such as Physical Level (Authorization, Authentication, CCTV, Biometric access etc.), Logical Level (Firewalls, Intrusion Detection, Anti-virus, etc.) and Data Level (Encryption, Recovery etc.). It is also ensure that the National Web Portal Comprehensive security solution should be incorporated to avoid hacking and threats.

Hosting Provider should ensure load balancing and also implement WAF (Web Application Firewall) and DDoS prevention solution. They should have an arrangement to stop/protect DDoS attacks.

XI. Fiduciary and Confidentiality of Data:

Hosting Provider should know that the data stored in their server are of may be a nature of public data as well as of very confidential or personal data, which are stored in their server in fiduciary capacity. It is the duty of the service provider to maintain the fiduciary, integrity and confidentiality of data and ensure any leakage. The action may be taken as per laws of the land in such cases of leakage.

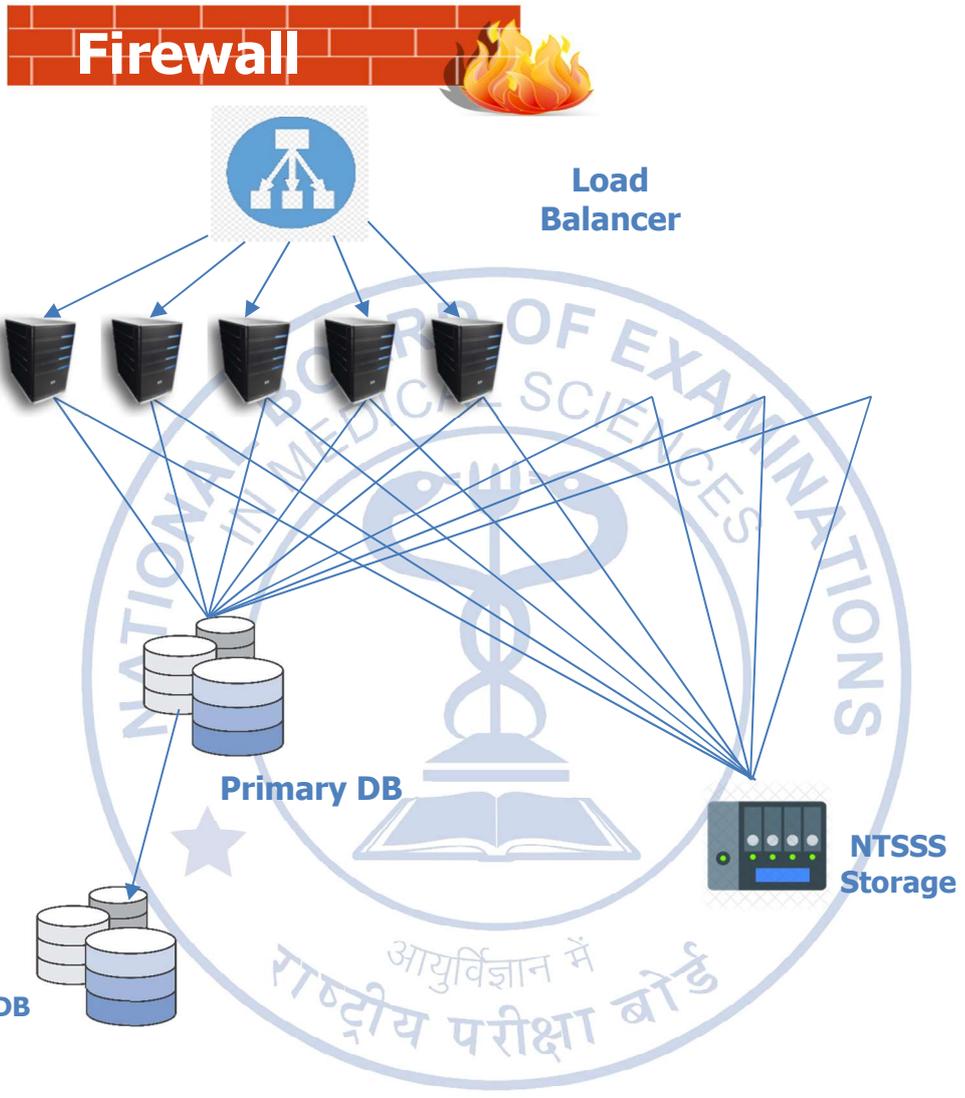
B. सांकेतिक डिलिवरेबल्स / Indicative Deliverables

- 1) For NBEMS hosted website and web applications:

Sr. No.	Component	Nos.
a)	Fully Managed Extra Large Physical or Virtual Firewall with Connections - 1,000,000 or more; Throughput - 600 Mbps or more	1
b)	Fully Managed Extra-Large Load Balancer with Connections per second - 60,000 or more; Load Balancer Type - HTTP/Web, TCP; Supports SSL Offload and Caching	1
c)	Elastic VMs 8vCPU, 16GB, 100GB vHDD, CentOS 7 64bit Server edition	8
d)	Physical Server - 24 core or more, 96GB RAM, RAID Level 10 with usable space above 1TB, CentOS 7 64bit Server edition	2
e)	NTSS (NFS) 3TB with 2000 IOPS or more	1

- 2) **Bidder should be capable of providing more Physical Servers and VMs within a short notice of time (within a week).**
- 3) The bidder has to provide the latest version of an efficient and swift Processor, of a reputed company.
- 4) The data transfer must be unmetered.
- 5) The bidder has to provide multiple DDoS Protection and Mitigation and also provide SSA/SSL type security.
- 6) The bidder has to provide at least 100Mbps bandwidth and 1 Gbps Network Uplink and capable to increase whenever required.
- 7) The bidder has to Provide CPanel / Web Host Manager (WHM) to NBEMS.
- 8) The bidder has to provide the Technical Manual including Data Backup/ Archival Process.
- 9) The Web hosting/server applications and database(s) shall be made available as per the requirement of the website developer.
- 10) Email services for NBEMS website natboard.edu.in/nbe.edu.in also to be provided.
- 11) Should be Offering SOC Services and the web-hosting services should be covered under the XDR SOC monitoring Services.

Server Architecture



C. पात्रता मानदंड / Eligibility Criteria

केवल उन्हीं फर्मों की बोलियों पर विचार किया जाएगा जो निम्नलिखित पात्रता मानदंडों को पूरा करती हैं:
/ The bids of only those firms will be considered which satisfy the following eligibility criteria:

- i. The agency/firm (bidder) should be a registered body.
- ii. Bidder should not be black listed by any Government departments, PSUs or any other organization in respect of any assignment or behavior. A certificate in this regard required to be submitted as per format in (Form V).
- iii. The bidder should have minimum of 3 years of experience in Hosting of Websites of Government Organizations. Bidder should be serving to minimum 03 Government Educational Institutions.
- iv. The bidder should be capable of Hosting of Web Portal for Management of not less than 1,50,000 hits in a Time Span of one Month.
- v. Bidder should have an average annual turnover of **Rs. 25 lakhs** during last 3 Financial Years. Copy of Balance Sheets, P&L Account and/or Certificate from a Chartered Accountant to be attached by the bidder.
- vi. Bidder should have least 100 Mbps bandwidth and 1 Gbps Network Uplink. Bidder should be capable to provide Average Monthly Data Upload/Download capacity of 1 TB (upto 2.5 TB per month and 500 GB per day). Bidder to attach relevant proofs like Internet Lease Line Bills etc.
- vii. Datacentre should be TIA 942, Rated 3 Certified, and Certificate should be listed on TIA942 website.
- viii. Data Centre should be ISO 27001 and ISO 20000 certified.
- ix. The bidder shall be required give presentation before the Tender Evaluation Committee about their infrastructure, resources/technology held with them and the execution plan for this tender.
- x. The bidders are advised to attach printout of their brochures/ presentation along with their bids.
- xi. Bidders seeking exemption in experience / turnover being an MSE, must attach Udyog Aadhaar/UOM/ relevant proof alongwith their bids.

बोली जमा करने के समय संलग्न किए जाने वाले दस्तावेजों की सूची

List of Document to be attached at the time of submission of the bid

सभी दस्तावेज अनिवार्य हैं; किसी भी दस्तावेज को जमा करने में विफलता के परिणामस्वरूप केवल तकनीकी बोली स्तर पर ही बोली को अयोग्य घोषित कर दिया जाएगा।

All the documents are mandatory; failure to submit any document will result in disqualification of the bid at technical bid stage only.

Sr. No.	Document Required	Indicate Page No.
(i)	फर्म पंजीकरण प्रमाण पत्र/प्रासंगिक सहायक दस्तावेज/ Firm registration certificate/relevant supporting documents.	
(ii)	फर्म का स्थायी खाता संख्या (पैन) और जीएसटी पंजीकरण। / Permanent Account Number (PAN) and GST Registration of Firm.	
(iii)	अनुभव के समर्थन में प्रमाण अर्थात् प्रमाण पत्र, वर्कऑर्डर आदि। / Proof in support of experience i.e. Experience Certificates, Workorders, etc.	
(iv)	कुल बिक्री के समर्थन में प्रमाण अर्थात् पी एंड एल खाते, सीए प्रमाणपत्र, आदि / Proof in support of turnover i.e. P&L Accounts, CA Certificate, etc.	
(v)	बोलीदाता का प्रोफाइल विवरणिका/ प्रस्तुति/ निष्पादन योजना/ Bidder's profile/ brochure/ presentation/ Execution Plan.	
(vi)	100 एमबीपीएस बैंडविड्थ और 1 जीबीपीएस नेटवर्क अपलिंग और औसत मासिक डेटा अपलोड / 1 टीबी की डाउनलोड क्षमता होने का प्रमाण (प्रति माह 2.5 टीबी तक और प्रति दिन 500 जीबी तक) / Proof of having 100Mbps bandwidth and 1 Gbps Network Uplink and Average Monthly Data Upload/ Download capacity of 1 TB (upto 2.5 TB per month and 500 GB per day).	
(vii)	1 महीने की समयावधि में कम से कम 150000 हिट के प्रबंधन के लिए वेब पोर्टल की मेजबानी का प्रमाण / Proof of Hosting of Web Portal for Management of not less than 150000 hits in a Time Span of one Month	
(viii)	डाटासेंटर का टीआईए 942 रेटेड 3 का प्रमाण/ Proof of Datacentre as TIA 942 rated 3 certified	
(ix)	डाटा सेंटर का आईएसओ 27001 और आईएसओ 20000 प्रमाण/ Proof of Data Centre ISO 27001 and ISO 20000 certified	
(x)	फॉर्म I के अनुसार पूर्व-योग्यता सह तकनीकी बोली / Pre-Qualification cum Technical Bid as per Form I	
(xi)	फॉर्म II के अनुसार वित्तीय बोली / Financial Bid as per Form II	
(xii)	फॉर्म III के अनुसार बोली सुरक्षा घोषणा/ Bid Security Declaration as per Form III	
(xiii)	प्रपत्र IV के अनुसार बोलीदाता का प्रमाण पत्र / CERTIFICATE of the BIDDER as per Form IV	
(xiv)	स्व-घोषणा फॉर्म V के अनुसार कोई ब्लैकलिस्टिंग नहीं / Self-Declaration - No Blacklisting as per Form V	

D. General Information and Instruction to the Bidders

1. Submission of offers

The Bidder shall submit their proposals in two parts i.e. as **Technical Bid** & **Financial Bid**, as mentioned below:

- i). The tender is a single stage 'Two Bid' document. The **Technical Bid** should contain all the relevant information and desired enclosures in the prescribed format (Form – I). The **Financial Bid** should contain only price Bid (Form – II). In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
- ii). All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as 'Not Applicable'. However, the bidders are cautioned that giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.
- iii). The Tenders should be typewritten. There should not be any overwriting, cutting, or interpolation. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should be recorded on each page of the application. All pages of the Tender Document shall be numbered and submitted as a package along with forwarding letter on agency's letterhead.
- iv). Bidders must keep their offer open for a minimum period of 90 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, this period may be extended further, if required, by mutual agreement from time to time.
- v). References, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. The NBEMS may also independently seek information regarding the performance from the clients.
- vi). The bidder is advised to attach any additional information, which he/she thinks is necessary in regard to his/her capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. The Bidder is however, advised not to attach superfluous information. No further information will be entertained after Tender Document is submitted, unless the NBEMS calls for it.

- vii). **Incorrect or misleading information:** If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, NBEMS reserves the right to reject such a tender at any stage and appropriate administrative action would be taken by NBEMS.
- viii). Even though agency may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.
- ix). The Tender Document can be downloaded from NBEMS's web site (www.natboard.edu.in) or Central Public Procurement Portal (<https://eprocure.gov.in/> and be submitted 'offline'.
- x). The Technical and Financial bids should be kept separately in sealed envelopes and both of these envelopes should be kept in one envelope, super scribing **"Tender for Web Hosting Services"** so as to reach **Honorary Executive Director, National Board of Examinations in Medical Sciences, NAMS Building, Ansari Nagar, New Delhi – 110029 before 26/08/2022 12 noon (Last Date)**. Late tenders shall not be accepted. The technical bid shall be opened as per schedule mentioned above, in presence of bidders who may like to be present.
- xi). Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of NBEMS. Such offers will not be valid quotations. Offers not submitted in the standard formats given in the Tender Document will be summarily rejected. NBEMS shall not be responsible for any postal delay or non-receipt / non-delivery / incomplete Bid documents. No further correspondence on this will be entertained.
- xii). The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance payment shall be made.
- xiii). Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Bidding by the firms having common partners will be treated as multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.
- xiv). NBEMS reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the NBEMS shall be final.
- xv). The contract can be terminated at any point of time, in case of unsatisfactory service. Separate Agreement shall be executed in this regard on finalization of tender with successful bidder

2. Price Quotation

- a) Bidder shall indicate prices as specified in format at **Annexure II**.
- b) All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the tender liable for rejection. Bidders should avoid alterations/ corrections in the prices/rates submitted by them. However, if alterations / corrections in prices/rates are inescapable each alteration / correction should be indicated both in figures and in words and duly attested under the full signature of the Bidder / Authorized Signatory.
- c) In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
- d) The prices/rates quoted shall be firm throughout the period of the validity of the offer and shall not be subject to any variation/revision.

3. Security Deposit/EMD

- a) No EMD is required to be submitted as per the current instructions of the Govt. of India. However, bidder is required to submit a bid security declaration as per the prescribed format (form III).
- b) After award of Contract, successful bidder shall be required to deposit a Performance Security deposit @ 3% of the total Contract Value, valid for a period of Contract duration plus 2 months, within 14 days of receipt of the Letter of Award.

4. Acceptance of offer

NBEMS reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

5. Evaluation Process

- a) Detailed technical evaluation shall be carried out by Tender Evaluation Committee pursuant to Technical prerequisite /criteria and other conditions in the Tender Document to determine the substantial responsiveness of each 'Bidder'. For this clause, the substantially responsive bid is one that conforms to all the eligibility terms and conditions (mandatory as well as preferable/optional) of the tender without any material deviation.
 - i). Technical Proposal Evaluation:
 - (a) As a first step, the Technical proposal of each bidder would be evaluated against the technical documents/ specifications/ eligibility criteria mentioned in the Tender Document and requirements of NBEMS.

- (b) The bidder in the next stage of Technical Evaluation, shall make a presentation for a maximum of 15 minutes before the NBEMS Tender Evaluation Committee. Date and Time for the same shall be communicated to the Technically Compliant Bidders.
- (c) The Bidder shall arrange Physical Verification of their Data Centre to the NBEMS Authorized Officials. The Dates for such physical verifications shall be communicated to the bidder in advance.

ii). Financial Proposal Evaluation:

Financial Bids of only Technically Compliant offers (as decided above) shall be opened at NBEMS Dwarka Office as per the schedule, for further scrutiny, evaluation, ranking and placement of contract.

6. Period of Contract

Contract shall be initially awarded for a period of **One Year**, extendable upto **5 Years** on same rates and terms & conditions, based on satisfactory performance and at discretion of NBEMS.

7. Payment Terms

The payment shall be made against the services provided by firm, subject to the following terms and conditions:

- i). The **payment** shall made on Quarterly basis, after successful delivery of services to NBEMS, in accordance with the financial bid submitted by the selected bidder and accepted by NBEMS.
- ii). No request for extra payment on account of increase in price on whatever account will be entertained.
- iii). The price offered by the bidders will be inclusive of all expenses/ cost. Only GST will be payable extra (if applicable).
- iv). TDS under Income tax will be deducted at applicable rates.
- v). NBEMS reserves the right to deduct amount from the bill raised by the firm as may be considered reasonable for unsatisfactory services or delay in providing of services. The decision of NBEMS will be the final in this regard.

8. Termination Clause

- i). NBEMS reserves right to terminate the contract by serving 'One' Month notice to the Service Provider without assigning any reason.

9. Penalty Clause / Liquidated Damage

- ii). Delay on part of the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of penalty.
- iii). Web Hosting Service Provider to ensure that the Uptime for the application availability is at least 99.5% and 99.99% for the systems availability. Non-Compliance to SLA shall lead to penalty @ 1% of the contract value of billing quarter, for each incident.
- iv). Delay in commencement of contract may invite penalty @ 1% of the contract value of billing quarter, for each delayed day.
- v). If the delay adversely affects NBEMS in any way, the security deposit/ performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract.
- vi). The NBEMS may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder.

10. Integrity Pact

The Bidder should be willing to enter into an integrity pact with the NBEMS, not to resort to any corrupt practices in any aspect/stage of the contract. The Bidder should commit itself to the promise:

- i). Not to offer any benefit to the employees of NBEMS;
 - ii). Not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts; etc.
 - iii). To disclose the name and address of agents and representatives in India and Indian Bidder to disclose its foreign principals or associates;
 - iv). To disclose any past transgressions committed over the specified period with any other company in India or Abroad that may impinge on the anti-corruption principle;
- Integrity Pact lays down the punitive actions for any violation.

11. Confidentiality

- i). The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the NBEMS's business or operations. The legal liability for breach of confidentiality by the bidder and its employees solely lies with the bidder.

12. Disclaimer

- i). Family Members of NBEMS Employees or their relatives are prohibited from participation in this bid.

13. Resolution of Disputes

- i). NBEMS and Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.
- ii). If, after 15 days from the commencement of such informal negotiations, the NBEMS and the Bidder are unable to resolve, amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism in all matters and disputes arising there under, the sole arbitrator shall be mutually agreed upon by the parties in writing, who shall decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, both the Bidder and the NBEMS shall ensure that the Project/contract continue in a normal way. Such doubts, disputes and disagreement shall not give any reason or freedom to either the NBEMS or the Bidder to interfere in or prevent normal functioning of the Project.

14. Legal Jurisdiction

- i). All differences and disputes arising out of or in connection with the Agreement shall be settled by mutual discussions and negotiations.
- ii). If such disputes and differences cannot be settled and resolved by discussions and negotiations, then the same shall be referred to the Sole Arbitrator appointed by the Hony. Executive Director, NBEMS whose decision shall be final and binding on both the parties.
- iii). Judicial jurisdiction shall within New Delhi only.

आयुर्विज्ञान में
राष्ट्रीय परीक्षा बोर्ड

Form I: PRE-QUALIFICATION-CUM-TECHNICAL BID

Sr. No	Particulars	Details			
1	Name of the Bidder Firm				
2	Address				
	Telephone No. / Fax No.				
	E-Mail Address:				
3	Name & Address of the officer to whom all references shall be made regarding this tender				
	Telephone / Fax / Mobile				
4	Type of Firm (Proprietorship/ Partnership/Pvt. Ltd. etc.)				
5	Earnest Money Deposit	- Deleted -			
6	Registration Details (Attach relevant documents):				
	Document Type	Registration No. & Date		Details	
				Yes/No	At Page No.
	a) Company Registration No.				
	b) PAN Number				
	c) GSTIN				
	d) MSME/NSIC Registration				
e)					
7	Quality Certifications (if any)				
8	Annual Turnover for the last three Financial years	Turnover			
		(In INR)			
	a) F.Y. 2018-19*				
	b) F.Y. 2019-20*				
	c) F.Y. 2020-21*				
9	Experience Details:				
	Organization	Qty.	Product Supplied	Value	Period

* Attach Balance Sheet, P&L A/c, ITR and Certificate from CA for all FYs.

I certify that the above particulars are correct. In the event of any information found to be incorrect, NBEMS is at liberty to reject the proposal.

Date:

SEAL:

Signature: _____

Name & Designation: _____

Form II: FINANCIAL BID

I/We, on behalf of M/ssubmit our Financial Bid for Web Hosting Services as per the Scope of work given in this Tender document in accordance with the terms and conditions:

Sr. No.	Component	Nos.	Rate per Unit (in Rs.) (for 1 Year)	Total Charges (in Rs.) (for 1 Year)
a)	Fully Managed Extra Large Physical or Virtual Firewall with Connections - 1,000,000 or more; Throughput - 600 Mbps or more	1		
b)	Fully Managed Extra-Large Load Balancer with Connections per second - 60,000 or more; Load Balancer Type - HTTP/Web, TCP; Supports SSL Offload and Caching	1		
c)	Elastic VMs 8vCPU, 16GB, 100GB vHDD, CentOS 7 64bit Server edition	8		
d)	Physical Server - 24 core or more, 96GB RAM, RAID Level 10 with usable space above 1TB, CentOS 7 64bit Server edition	2		
e)	NTSS (NFS) 3TB with 2000 IOPS or more	1		
Total Amount for 1 Year (In Figures, excluding GST)				
Total Amount (In Words): _____				

Note:

- (i) **L1 will be decided based on Total Amount.**
- (ii) **Quoted rates should be excluding GST**, the same will be payable as per prevailing rates, as per norms (if applicable).
- (iii) Rates to be quoted in Absolute Numbers upto 2 Decimal places only. Rates to be quoted strictly as per above format. No modification is allowed in the format.
- (iv) Quoted rates should be free from pre-conditions regarding payments, etc., otherwise offers are liable to be rejected. Conditional offers will not be accepted.
- (v) Statutory Changes in tax rate if any shall be borne by NBEMS. Deductions shall be made by NBEMS as per statutory rates and norms wherever applicable.

We undertake that the rates quoted above by us will not change during the Contract period and its extended period. We also accept payment schedule/payment terms.

Place:**Signature and Seal:** _____**Date:****Name and Designation:** _____

Form III: Bid Security Declaration

[Department of Expenditure (P.P.D.) OM No. F.9/4/2020-PPD dated 12/11/2020]

To,

The Honorary Executive Director,
National Board of Examinations in Medical Sciences,
Ansari Nagar, New Delhi

Sir,

I/We..... the undersigned, declare that: I/We understand that bids must be supported by a Bid Securing Declaration. I/We accept that I/We may be disqualified from bidding for any contract with you/ NBEMS for a period of two years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its extended period, if any; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Bidders.
- c) If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid; or
- d) If there is a discrepancy between words and figures quoted by the bidder and the bidder does not accept that the amount in words prevails over amount in figure.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

(Sign & Seal of Bidder)

Name of the Bidder : _____

Company Name : _____

(With Full Address) : _____

Date : _____

Place : _____

Form IV: CERTIFICATE of the BIDDER

(issued under Deptt. Of Expenditure, Govt. of India O.M. No. 6/18/2019-PPD dated 23/7/2020)

M/s. _____ with registered office at _____
hereby certify the following:

- a) That, our company is a Bidder for the Tender for **Web-Hosting Services** floated by National Board of Examinations in Medical Sciences, New Delhi;
- b) That, M/s. _____ is a firm/company registered in India and is a fully owned Indian company;
- c) That, M/s. _____ is a firm/company of Indian origin and is NOT from a country that shares a land border with India.

Further, that if the above statements are found to be false, M/s. _____ is liable for immediate termination of the Contract and further legal action in accordance to Law.

(Sign & Seal of Bidder)

Name of the Bidder : _____

Company Name : _____

(With Full Address) : _____

Date : _____

Place : _____

Form V: Self- Declaration – No Blacklisting

To,

The Honorary Executive Director.
National Board of Examinations in Medical Sciences,
Ansari Nagar, New Delhi

Sir,

In response to the Tender for **Web Hosting Services** to National Board of Examinations in Medical Sciences, I/We hereby declare that presently our firm/companyis having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/PSU/ Autonomous Body.

We further declare that presently our Firm/Company is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my /our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Signatures

Name

Seal of the Bidder

Place

Date