



बिहार सरकार

Govt. of Bihar
Department Of Health & Family Welfare



State Health Society, Bihar
Pariwar Kalyan Bhawan, Sheikhpura, Patna-14

NOTICE INVITING TENDER

From Companies/Agencies for Hiring Dedicated Servers (Linux & Windows) Hosting On Rent

Project Description –

State Health Society, Bihar is implementing the schemes of National Rural Health Mission (NRHM) to carry out necessary correction in the basic health care delivery system. The Goal of the Mission is to improve the availability and accessibility of quality health care by people, especially for those who residing in rural areas. State Health Society, Bihar has established DHIS2-online Health Management Information System (HMIS) with different applications/modules such as Routine Reporting Module, Human Resource Information System (HRIS) etc. for facilities based online Reporting, Monitoring & Evaluation at Block, District, Division and State level of Health Sector in Bihar State. Some other applications such as online Doctor/ANM/Nurse Grade 'A' Appointment Management System, Grievance Redressal System, Online application for training etc are also being used. Some applications are Linux based (UBUNTU) and some other applications are Windows based. Currently all these applications have been hosted on web server of State Health Society, Bihar and are being maintained by ourselves.

Sealed Tenders are invited from reputed Companies / Agencies for **“Hiring Dedicated Servers (Linux & Windows) Hosting on Rent”** for running all the above applications 24 X 7 hours successfully with high speed.

Project Scope & Condition –

The Service Provider will be responsible for

- Initial Server Setup as per annexure-1.
- Routine server monitoring & maintenance.
- Regular backups of the databases.
- Disaster recovery planning, procedures implementation including system and file backup.
- Server backup restoration in the event of a hardware failure.
- Regular maintenance of the operating system (updates & patches).
- Firewall configuration.
- Maintaining 24 X 7 uninterrupted power supply.
- 24 x 7 Network and monitoring.

- 24 x 7 Technical Supports through Phone, Chat or Email.
- Providing Remote Access Control.
- Maintain the confidentiality of data.
- And all other necessary requirements.

Submission Requirement

Tenders in one large envelope marked as “**Hiring Dedicated Servers (Linux & Windows) Hosting on Rent**” enclosing two separate sealed envelopes:

- 1) **Envelope ‘A’** marked with “Technical Bid.
- 2) **Envelope ‘B’** marked with “Financial Bid.

Technical Bid marked as Cover ‘A’ is to necessarily contain following self attested photo copies of the documents:

- 1) Copy of requisite document showing three years of market standing in the field of Server Hosting. (*Attach proof of hosting minimum 15 servers like copy of work order, agreement, performance & completion certificate etc., spreading over three years.*)
- 2) Copy of Registration Certificate (If company under Indian Companies Act, but if NGO under Societies Registration Act, 1860.
- 3) Copy of Service Tax Registration Certificate.
- 4) Copy of PAN card.
- 5) Copies of Income Tax Returns of Financial Years 2008-09, 2009-10 & 2010-11.
- 6) Copies of Audited Financial Statement along with Audit report of three Financial Years i.e. 2008-09, 2009-10 & 2010-11 duly certified by the chartered accountant. However the average annual turnover during these year should not be less than 50 Lacs.
- 7) Notarized affidavit of not being blacklisted by any Govt. organisation/agency issued after the dates of publication of N.I.T.
- 8) Demand Draft/ Bankers Cheque of Rs. 20,000/- (Twenty Thousand Only- Refundable, in case of not being selected) in favour of State Health Society, Bihar.

Financial Bid, marked as Cover ‘B’ will be opened only of those bidders qualifying in the technical bid.

Financial bid is to be submitted in the format specified below:-

SN	Particulars	Rates per month inclusive of all the taxes and charges	
		(In Figure)	(In Words)
1.	Windows dedicated Server		
2.	Linux dedicated Server		

Terms & Conditions:

- 1) Service Provider shall provide and maintained all equipments / Hardware / Software specified in Annexure 1.
- 2) Service Provider shall meet all requirements for complete setup such as location, infrastructure, power & power supply system, backup and recovery system etc. for running 24 X 7 hours web server with high speed.
- 3) Service Provider shall provide 24 x 7 hours Technical Support through Phone, Chat or Email.
- 4) Service Provider shall quote the typed rates. If in any case, hand written rates are quoted or in manner and format other than specified above is received, it shall be liable to be rejected without reconsideration.
- 5) Service provider shall setup two dedicated web server (one for Linux and another for Windows) as per the configuration and requirement mentioned in Annexure 1 within 30 days of entering into agreement with the State Health Society, Bihar.
- 6) TDS shall be deducted at prescribed norms on the payable amount at the time of payment.
- 7) The bid should be valid for a period of 90 days from the date of closing extendable for another 30 days without forfeiting the earnest money deposit.
- 8) Service provider shall maintain total secrecy of information provided by the client.
- 9) Service provider shall provide remote log-in and also proper training to technical team of State Health Society, Bihar.
- 10) The agreement will be signed between the awardee and SHSB, in accordance with the Act in force in this regard, initially for a period of 1 year and may be extended on satisfactory performance of the contract maximum for further 2 years subject to the restriction one year at a time or also to the continued existence of NRHM schemes under SHSB.
- 11) The awarded Service provider shall be required to furnish, as performance guarantee, a bank guarantee of 10% of the annual contract value in favour of State Health Society, Bihar having validity of 15 months from the date of signing of the contract, subject to the further extension of bank guarantee for the same period for each spell of extension of contract.
- 12) Payment will be made by SHSB against monthly invoice within 20 days of receipt of the invoice from the service provider.
- 13) If Service Provider fails to provide service in full or part, proportionate deductions will be made from the monthly bill for the same as follows:
 - a. If down time of the server is more than 30 minutes in a day (24 hours), rent of that day will be deducted from monthly rent.
 - b. Penalty up to 10% of Bill Amount of invoice for the month, during which Service Provider under contract has not provided the satisfactory services or there has been breach of any of the terms of contract, may be deducted from the Bill by State Health Society, Bihar.
- 14) In case of the failure of the Agency to make the facility functional within the stipulated time frame, the offer may be withdrawn by the State Health Society, Bihar and performance security will be forfeited.

- 15) The State Health Society, Bihar reserves the right to terminate the agreement by giving one month notice, if the performance of Service Provider is not found satisfactory.
- 16) The State Health Society, Bihar reserves the right to amend any or all of the clauses of the bid or reject it at all at anytime without assigning any reason at any point of time.
- 17) The decision of the State Health Society, Bihar shall be final, and no enquiries or application for review, shall be entertained.
- 18) In case of any dispute, decision of the Executive Director, State Health Society, Bihar will be final and binding on both the parties and the same will be subject to Court of Patna jurisdiction only.

Submission of Tender –

The Tender may reach the office of the undersigned by 3.00 PM on **17th October, 2011** through Registered post/ /Speed Post in the office of **Executive Director, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-14**. Tender received after this time, would not be entertained. Tender will be opened on **17th October, 2011 at (4 PM)** at State Health Society, Bihar by a committee.

Pre bid meeting will take place on 28th September, 2011 at 3 p.m at the above address.

The representative of interested bidders are required to be present in the tender opening as well as pre bid meeting at the designated time and place, if they wish.

State Health Society, Bihar would not be responsible for any delay or loss of the Tender document.

For all enquiries the interested bidders may contact Arvind Kumar, System Analyst-Cum-Data Officer, Mobile No: 9470003015 during office hours on all working days.

Sanjay Kumar, IAS
Secretary Health
-cum-
Executive Director

Annexure I

Linux Dedicated Server –

Processor:	XEON 2.27 GHz or Intel Quad Core e5504 or [latest advanced version]
CPU Speed / Cache:	2.0 GHz / 8 MB Cache
RAM:	16GB RAM
HDD:	4*300 GB SATA
DVD:	Sata DVD R/W
RAID Configuration:	Required RAID-5
Bandwidth:	1000GB or 1TB High-Quality Bandwidth Per Month
IP Addresses:	10 Dedicated IPs (Standard)
Network Connection:	100 Mbps Dedicated Port
OS:	Linux (UBUNTU) 64 bit based
System Type:	64 Bit
Application Support:	Java/J2SE/J2EE, Hibernate, PHP, mysql etc.
Remotely Access	To remotely manage the changes or up-gradation in the website & application

Windows Dedicated Server [2008] –

Processor:	XEON 2.27 GHz or Intel Quad Core e5504 or [latest advanced version]
CPU Speed / Cache:	2.0 GHz / 8 MB Cache
RAM:	16 GB RAM
HDD:	4*300 GB SAS 15k rpm
DVD:	Sata DVD R/W
RAID Configuration:	Required RAID-5
Bandwidth:	1000GB or 1TB High-Quality Bandwidth Per Month
IP Addresses:	10 Dedicated IPs (Standard)
Network Connection:	100 Mbps Dedicated Port
OS:	Windows Server 2008, 64 bit based
System Type:	64 Bit
Application Support:	Asp .net, java, mysql, SQL Server 2005/2008, PHP etc.
Remotely Access	To remotely manage the changes or up-gradation in the website & application

