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



NOTICE INVITING TENDER

From Companies/Agencies for Hiring Four Dedicated Servers (1 – Linux Application Server & 1 Linux Database Server and 1 – Windows Application Server & 1 Windows Database Server) Hosting On Rent

Project Description –

State Health Society, Bihar is implementing the schemes of National Health Mission (NHM) 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), ASHA Web Portal 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 Sanjivani, online Doctor/ANM/Nurse Grade ‘A’ Appointment Management System, Grievance Redressal System, Online application for training, Human Resources, Website of the State Health Society 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 Windows Azure Cloud server and are being maintained by ourselves and by the technical partners.

Sealed Tenders are invited from reputed Companies / Agencies for “**Hiring Four Dedicated Servers (1 – Linux Application Server & 1 Linux Database Server and 1 – Windows Application Server & 1 Windows Database Server) 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 in well-equipped data centre.
- Routine server monitoring & maintenance.
- Automated backups and Scheduling of backup of the Database and all. SHSB needs full backup of database on daily basis; the Retention Period for it is 1 month. SHSB also needs weekly full backup for complete system; the Retention Period for it is 8 weeks.
- Self-management Portal; SHSB must have VPN access, c-Panel and Remote Desktop Control Access facility to manage or update applications/databases.

Note:

1. A dashboard from where SHSB can login and see the summary reports, events and other logs with graphical environment of their servers (i.e. systems health, network utilization, etc.).
 2. SHSB also needs a 24x7 fully managed service and support from the service provider side.
- Uptime of Server should be 99.95 %
 - Disaster recovery planning, procedures implementation including system and file backup. SHSB needs recovery of complete applications, databases and other utilities within maximum 2 hrs in case of any disaster/system failure.
 - Server backup restoration in the event of a hardware failure, i.e. complete backup should be restored with no loss of applications/databases/utilities/supporting files/patches/documents etc.

- Dedicated Firewall configuration. SHSB will not provide firewall, it will be provided by the bidder. Dedicated Firewall required at Primary site, but not necessary at DR site. But security must be ensured at all levels.
- Maintaining 24 X 7 uninterrupted power supply.
- 24 x 7 Network and monitoring.
- Disaster recovery with 1 hr RPO and 2 hr RTO. SHSB needs DR solution as mentioned above, at DR site it may be dedicated/Virtual Server. All the application should be live within 2 hrs with all of their existing features and data.
- Disaster recovery site should be in different seismic Zone in India.
- Secure replication channel should be on VPN; Dedicated Firewall required at Primary site, but not necessary at DR site. But security must be ensured at all levels.
- Both Application and Database server should be at the same network and same Data Centre.
- Network connectivity of both servers should be on Fiber optic or high speed data transfer.
- Easy scalable of servers (in future if require we can easily upgrade the server).
- Remote Backup option should be on the Database server.
- Should be ready to move servers from linux to windows or vice versa
- Should offer separate application and database server.
- Database server should be on RAID – 5 for more data reliability and recovery.
- Application server should be on RAID – 1 for faster RTO.
- 24 x 7 Technical Supports through Phone, Chat and 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 Four Dedicated Servers (1 – Linux Application Server & 1 Linux Database Server and 1 – Windows Application Server & 1 Windows Database Server) 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 two years of market standing in the field of Server Hosting. (*Attach proof of hosting minimum 10 servers like copy of work order/agreement/Client Certificate etc., spreading over two 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) Self attested Copies of Income Tax Returns of Financial Years 2011-12, 2012-13 & 2013-14.
- 6) Copies of Audited Financial Statement along with Audit report of three Financial Years i.e. 2011-12, 2012-13 & 2013-14 duly certified by the chartered accountant. However the minimum annual turnover during these years should not be less than One Crore.
- 7) Notarized affidavit of not being blacklisted by any Govt. organisation/agency.
- 8) EMD amount of Rs. 50,000/- (Fifty Thousand Only) in the form of Demand Draft/ Bankers Cheque, in favour of State Health Society, Bihar. It shall be refundable to the unsuccessful bidder after the work has been awarded to the successful bidder.
- 9) Should Be Tier 3 Data center in India (Attach Proof/Self certified letter)

Technical Evaluation

The bidders, who qualify in the above mentioned eligibility criteria mentioned in Serial No. 1 to Serial No. 9 and submitted the relevant and self attested photo copies of the documents as proof for each and every eligibility criteria, will be technically qualified.

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	Yearly Rent in Rs. (Including all Taxes)		
		1 st Year	2 nd Year	3 rd Year
1.	Linux / ubuntu dedicated Application Server			
2.	Linux dedicated database Server			
3.	Windows dedicated Server (2008) – Application Server			
4.	Windows dedicated Server (2008) – DB Server			

Financial Evaluation

The financial bids of only those bidders will be opened, who have technically qualified. Bidder must quote the typed rate of all 4 servers for 1st year, 2nd year and 3rd year. 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. **Note: L1 Agency will be decided on the basis of quoted average yearly rent of 3 years for all 4 dedicated servers.**

Award of Contract

The contract will be awarded to L1 agency. After the award of the contract, if L1 agency does not come forward for execution of agreement or fails to set-up 4 Dedicated servers (1 – Linux Application Server & 1 Linux Database Server and 1 – Windows Application Server & 1 Windows Database Server) as per the configuration (means, Bidders have to provide and install all the required hardware/software/patches etc.) requirement mentioned in annexure-1 in their well-equipped data centre within 30 days from the issue date of work order, then the work order will be cancelled and contract may be awarded to L2 agency or SHSB may go for fresh tender. In future, if any patch files or software required for running the application smoothly on the rent servers, it will be managed by the bidder.

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 and Email.
- 4) Service provider shall setup four dedicated web server (two for Linux and two for Windows) as per the configuration and requirement mentioned in Annexure 1 in their well equipped data centre within 30 days of entering into agreement with the State Health Society, Bihar.
- 5) TDS shall be deducted at prescribed norms on the payable amount at the time of payment.
- 6) 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.
- 7) Service provider shall maintain total secrecy of information provided by the client.

- 8) Service provider shall provide remote log-in and also proper training to technical team of State Health Society, Bihar.
- 9) 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 3 years 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 NHM schemes under SHSB.
- 10) The awarded Service provider shall be required to furnish, as performance guarantee, a bank guarantee of 10% of the total contract value for 3 years (on or before signing after agreement in question) in favour of State Health Society, Bihar having validity of 39 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.
- 11) Payment will be made by SHSB against monthly invoice within 20 days of receipt of the invoice from the service provider.
- 12) 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.
- 13) Notwithstanding the above, in case of the failure of the Agency to sign the MoU within 15 days from the issue of work order or to make the facility functional within the stipulated time frame, the offer may be withdrawn by the State Health Society, Bihar and performance security along with EMD will be forfeited. This condition of forfeit would also be applicable in case, the agency fails to abide by the terms and condition under this agreement or non performance of obligation under this agreement in any manner.
- 14) The State Health Society, Bihar reserves the right to terminate the agreement or blacklist the agency by giving one month notice, if the performance of Service Provider is found not satisfactory or violation of any of the term under reference.
- 15) 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.
- 16) The decision of the State Health Society, Bihar shall be final, and no enquiries or application for review, shall be entertained.
- 17) In case of any dispute arising out of the terms of contract, decision of the Executive Director, State Health Society, Bihar will be final and binding on both the parties. If at all, the matter proceeds further, the same shall under the provisions of Arbitration and Conciliation Act, within the Patna Jurisdiction.

Submission of Tender –

The Tender may reach the office of the undersigned upto **20th July, 2015 by 3 PM** in the office of **Executive Director, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-14 by registered post/speed post only**. Tender received after this time, would not be entertained. Tender will be opened on **20th July, 2015 at 4 PM** at State Health Society, Bihar by a committee.

Pre-bid meeting will take place on **10th July, 2015 at 3 PM** 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.

**Additional Executive Director
State Health Society, Bihar**

Annexure I

Linux Dedicated Application Server

Processor:	24 Core or [latest advanced version]
CPU Speed / Cache:	2.4 GHz / 8 MB Cache or Advance
RAM:	48 GB RAM
HDD:	3*300 GB SAS
RAID Configuration:	Required RAID-1 – Application
Bandwidth:	1000GB or 1TB High-Quality Dedicated Bandwidth Per Month
IP Addresses:	1 Dedicated IPs (Standard)
Network Connection:	10/100/1000 Mbps Dedicated Port, i.e. Gigabit LAN Card.
OS:	Linux (UBUNTU 14.04) 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

Linux Dedicated Database Server

Processor:	48 Core or [latest advanced version]
CPU Speed / Cache:	2.4 GHz / 8 MB Cache or Advance
RAM:	72 GB RAM
HDD:	3*1 TB SAS
RAID Configuration:	Required RAID-5 – Database
Bandwidth:	1000GB or 1TB High-Quality Dedicated Bandwidth Per Month
IP Addresses:	1 Static IPs (Standard) (No Public Access)
Network Connection:	10/100/1000 Mbps Dedicated Port, i.e. Gigabit LAN Card.
OS:	Linux (UBUNTU 14.04) 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] – Application Server

Processor:	16 Core or [latest advanced version]
CPU Speed / Cache:	2.4 GHz / 8 MB Cache
RAM:	32 GB RAM
HDD:	3*300 GB SAS 15k rpm
RAID Configuration:	Required RAID-1 – Application
Bandwidth:	1000GB or 1TB High-Quality Dedicated Bandwidth Per Month
IP Addresses:	1 Dedicated IPs (Standard)
Network Connection:	10/100/1000 Mbps Dedicated Port, i.e. Gigabit LAN Card.
OS:	Windows Server 2008 Enterprise and above, 64 bit based. Note – R2 Products will not be considered.
System Type:	64 Bit
Application Support:	Asp .net, java, mysql, MS SQL Server 2012 Enterprise Edition, PHP, Crystal Report 13.1 compatible with visual studio 2008, 2010 and 2012.
Remotely Access	To remotely manage the changes or up-gradation in the website & application

Windows Dedicated Server [2008] – DB Server

Processor:	16 Core or [latest advanced version]
CPU Speed / Cache:	2.4 GHz / 8 MB Cache
RAM:	32 GB RAM
HDD:	3*500 GB SAS 15k rpm
RAID Configuration:	Required RAID-5 – Database
Bandwidth:	1000GB or 1TB High-Quality Dedicated Bandwidth Per Month
IP Addresses:	1 Static IPs (Standard) (No Public Access)
Network Connection:	10/100/1000 Mbps Dedicated Port, i.e. Gigabit LAN Card.
OS:	Windows Server 2008 Enterprise and above, 64 bit based. Note – R2 Products will not be considered.
System Type:	64 Bit
Application Support:	Asp .net, java, mysql, MS SQL Server 2012 Enterprise Edition, PHP, Crystal Report 13.1 compatible with visual studio 2008, 2010 and 2012.
Remotely Access	To remotely manage the changes or up-gradation in the website & application