

Queries and Responses for Managed Hosting Tender

	Page No	Section No	As per tender	Query Modified Clause/Suggestion	Clarification
1	2	1.2	<p>Transcoding is required to convert the input video to different formats and bitrates that can then be consumed by various devices.</p> <p>a.4000 minutes of HD video need to be submitted each month for publishing on the OTT channel. Overage on transcoding minutes in any month shall be calculated on pro-rata basis.</p> <p>b. Supported resolutions of the output should be 240p, 360p, 480p, 720p and 1080p.</p>	<p>Clarification - Is it expected to provided as part of the CSP service Bouquet by MSP ? Or will it be OTT solution provider offering.</p>	<p>CORRIGENDUM: Transcoding Quote (A3) in Annexure 3 is being withdrawn. Annexure 3 is accordingly revised. In case any bidder has submitted the bid before the publication of this clarification, the A3 component in the bid will be ignored. MSP is only required to provide an instance, as articulated in the scope of work (corrigendum). Transcoding application will be run by the OTT provider. Para 1.2 of Tender Document stands removed.</p>

2	3	1.4	A LIVE streaming server for minimum, 1,000 concurrent users needs to be made available on demand (with 12 working hours notice for setup) with full HD quality streaming on a metered consumption basis for bandwidth and transcoding.	Clarification - Is it expected to provided as part of the CSP service Bouquet by MSP ? Or will it be OTT solution provider offering.	Yes, CSP has to provide the Live Streaming Service and its mapping to CDN. OTT solution provider will only integrate the Live Streaming URLs into platform
	9	1	Service Provider should have a minimum 5 years' experience in offering Managed Hosting services (client or revenue share partner work orders to be enclosed).	Service Provider should be read as Managed Service Provider. Changed Clause: Service Provider should have a minimum 3 years' experience in offering Managed Hosting services (client or revenue share partner work orders to be enclosed).	Stays as it is
3	9	1.2	Service Provider should be MEITY-empanelled Cloud Service Provider and certified at least to the level of SOC2.	Changed Clause; Service Provider proposed Cloud service provider should be MEITY-empanelled and certified to the level of SOC1, SOC2, SOC3 & PCI DSS.	Stays as it is
4	12	Annexure-III	Support (24x7 support)(A7)	Whatsapp to be removed or kept as optional	CORRIGENDUM: Whatsapp support clause is being Withdrawn
5	12	Annexure-III	30 POP3 Email Accounts	Clarification - What is the use case of Email Accounts ?	India Science Team needs the email accounts and Vigyan Prasar would like the managed hosting vendor to provide the same within the purview of the

					same work order since they would anyways be handling the Indiascience.in domain on their servers.
6	12	Annexure-III	Managed Hosting(A1)	Clarification - Please specify a Qty	Quantity is given in scope of Work
7	13	D	DATABASE NO SQL	Please allow the provision to propose the Managed No SQL Service	No Change
8	Page 1 & 4	2.4	The Sealed envelope should reach Vigyan Prasar latest by 11:00 A.M on 24th December, 2020. & The quotations in a sealed cover addressed to "The Registrar, Vigyan Prasar, A – 50, Institutional Area, Sector–62, Noida – 201 309" should reach VP on or before 23rd December, 2020 by 11:00 AM.	Submission date is 24th Dec or 23rd Dec? Please confirm	Last Date is being extended to January 22, 2021, 11 am

9	5	2.17	<p>Vigyan Prasar reserves the right to cancel the whole contract or part thereof without assigning any reason at any time during the contract period and no claim on this account will be entertained. VP reserves the right to cancel the contract and to blacklist the firm for a period of five years without giving any notice.</p>	<p>We propose to amend this clause to make it mutual and state that either party has right to terminate Agreement; notice period in case of termination for convenience is very short and should be extended to 90 calendar days. Further, Customer shall be liable to pay termination charges, mutually agreed between the parties, while exercising the right to terminate for convenience. Would also request you to please specify the grounds under which the bidder can be blacklisted under this clause.</p>	Stays as it is
10	15	Annexure VI	<p>I..... (authorized signatory for the proposer) solemnly affirm that our firm name.....has a good reputation and there is no complaint against it and have not been blacklisted from any Govt. organization.</p>	<p>We propose to amend this clause/Format I..... (authorized signatory for the proposer) to the best my knowledge solemnly affirm that our firm/ company has a good reputation and there is no complaint against it* and have not been blacklisted from any Govt. organization.</p> <p>The above stated facts are correct and nothing has been withheld. If any information submitted above, is found to be incorrect false or fabricated, I may be liable to be suspended and /or debarred from participation in Vigyan Prasar tenders for the period as deemed appropriate by Vigyan Prasar.</p> <p>* There is no compliant against it/bidder is a very wide term. Hence request you to please delete the same.</p>	Clause stays as it is

11	10	7	Has the Agency/ its sister concern/any director ever been blacklisted/defaulted by any organization?	<p>Please define: It's Sister Concern" Please also define " Defaulter"</p> <p>Further, we propose to amend this clause/Format Has the Agency/its sister concern/any director ever been blacklisted/defaulter by any organization?</p> <p>Proposed Clause- Has the Agency/ any director ever been blacklisted by any organization?</p>	Clause stays as it is
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12	NA	NA	New Clause	<p>Bidder propose incorporating following additional clause in the contract: The Bidder shall not be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services arising out of the performance or failure to perform under the contract, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. NOTWITHSTANDING ANY OTHER PROVISION CONTAINED IN RFP/NDA, BIDDER'S TOTAL AGGREGATE LIABILITY FOR ALL CLAIMS ARISING OUT OF THIS RFP/NDA, SHALL BE LIMITED TO THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE CLAIM.</p>	NO Change
13	Page 2	1.2	4000 minutes of HD video need to be submitted each month for publishing on the OTT channel.	<ol style="list-style-type: none"> 1. Please confirm the input file format (mp4 or any other) and required output format (HLS or DASH) 2. Will there be API-based integration required to the workflow? 	<p>Input MP4, H.264, AAC and output MP4 H.264 AAC in HLS and DASH both would be required. An addendum would clarify this. And handle future migration to advanced</p>

					codecs as industry matures. Refer to Comments in Serial No. 1
14	Page 3	1.4	LIVE Streaming Server: A LIVE streaming server for minimum, 1,000 concurrent users needs to be made available on demand (with 12 working hours notice for setup) with full HD quality streaming on a metered consumption basis for bandwidth and transcoding.	<ol style="list-style-type: none"> 1. Please share the method of providing the live stream to the streaming server (RTMP push method or RTMP Pull method or any other). 2. Please share an approximate number of live simultaneous feeds that will need to be distributed to end users. 	It would be RTMP ingest and HLS/DASH out. Only one input Live stream ingest at any time and 1000 concurrent output streams
15	Page 1		A 24x7x365 support team will need to be provided to ensure 99.99% uptime with 3-minute response time at no extra cost. The cost will be pegged to an assumption of traffic/data consumption for purposes of determining the lowest priced vendor.	Kindly relax this as mostly cloud provider will be able to provide the 99.9% Uptime on Infra level. However , 99.99% uptime is technically not achievable in IaaS services. Also, Kindly relax the response time as 3 Min response time is very stringent.	CORRIGENDUM: Uptime of 99.95% required. 15 mins response time needed
16	Page 1	1	A. PLATFORM Load Balancer with auto scale, 4 core, 16 GB, 100 GB SSD - min 2 Nos max to 8 Nos	Please let us know the minimum number of virtual machine required. Kindly mentioned the exact quantity in price BOM.	Minimum of 2 virtual machines to be provisioned. As the usage increases infrastructure have to scale and provisioning for additional machines to be done

17	Page 2	1	B. WEB APPLICATION 4 Core, 16 GB, 100 GB SSD - min 1 Nos max to 4 Nos	Please let us know the minimum number of virtual machine required. Kindly mentioned the exact quantity in price BOM.	minimum of 1 virtual machine to be provisioned. As the usage increases infrastructure have to scale and provisioning for additional machines to be done. See Addendum Clause 1.9 Annexure 1
18	Page 2	1	B. DATABASE 1. Managed Database Services, 4 Core 16GB, extendible to 8 Core 32 GB. Hard Disk extendible upto 500 GB SSD 2. Equivalent read replica	Please let us know the minimum number of virtual machine required. Kindly mentioned the exact quantity in price BOM.	1 machine for DB and 1 machine for read replica shall be provisioned. See Addendum Clause 1.9 Annexure 1
19	Page 2	1	C. LIVE STICHER 4 Core, 16 GB, 100 GB SSD	Please let us know the minimum number of virtual machine required. Kindly mentioned the exact quantity in price BOM.	1 machine to be provisioned. Also See Clarification on Serial No. 15
20	Page 2	1	D. DATABASE NO SQL 4 Core, 16 GB, 1 Nos extendible up to 8 Core, 32 GB, Hard Disk extendible upto 500 GB SSD	Please let us know the minimum number of virtual machine required. Kindly mentioned the exact quantity in price BOM. Kindly let us know what is exactly required NO SQL Paas services Or IaaS Service (In which VM till OS level will be provided by CSP and rest platform shall be managed by Application vendor).	1 machine to be provisioned. Also See Clarification on Serial No. 15
21	Page 2	1	E. SEARCH SERVER 4 Core, 16 GB, 100 GB SSD	Please let us know the minimum number of virtual machine required. Kindly mentioned the exact quantity in price BOM.	1 machine to be provisioned. Also See Clarification on Serial No. 15
22	Page 2	1	F. VIDEO ANALYTICS SERVER 2 X 8 Core, 32GB, 1 TB SSD	Please let us know the minimum number of virtual machine required. Kindly mentioned the exact	CORRIGENDUM: This requirement is being

				quantity in price BOM.	withdrawn
23	Page 2	1	G. STAGING SETUP 4 Core, 16 GB, 100 GB SSD	Please let us know the minimum number of virtual machine required. Kindly mentioned the exact quantity in price BOM.	1 machine to be provisioned. Also See Clarification on Serial No. 15
24	Page 3	1.5	POP3 Email (Upto 30 accounts) with mail server disk space of 1 GB each and password reset function	Please let us know additional requirement of 5 users or 30 users?	Corrigendum: No. of emails revised to 50 accounts with 2GB space each . Incremental cost of each extra email thereafter to be provided
25	Page 14	14	Enclose CA certificate conforming Annual Turnover during stated financial years	We are a listed organisation and have publicly available Annual Reports and Balance Sheet. Do we need to enclose CA certificate for conforming the Annual Turnover or the Annual Reports shall only suffice.	For listed companies, it will not be needed to enclose CA certificate
26		General Query		Any licensing cost, if any, will be part of maintenance cost or will be bourn by the VigyanPrasar ?	Should be part of price bid in the prescribed format
27	2	1.2	Transcoding is required to convert the input video to different formats and bitrates that can then be consumed by various devices.a.4000 minutes of HD videoneed to be submitted each month for publishing on the OTT channel. Overage on transcoding minutes inany month shall be calculated on pro-rata basis.b.Supported resolutions of the output should be 240p, 360p,	Clarification - Is it expected to provided as part of the CSP service Bouquet by MSP ? Or will it be OTT solution provider offering.	Already replied in Query No.1

			480p, 720p and 1080p.		
28	3	1.4	A LIVE streaming server for minimum, 1,000 concurrent users needs to be made available on demand (with 12 working hours notice for setup) with full HD quality streaming on a metered consumption basis for bandwidth and transcoding.	Clarification - Is it expected to provided as part of the CSP service Bouquet by MSP ? Or will it be OTT solution provider offering.	Already replied in Query No.3
29	9	1	Service Provider should have a minimum 5 years' experience in offering Managed Hosting services (client or revenue share partner work orders to be enclosed).	Service Provider should be read as Managed Service Provider. Changed Clause: Service Provider should have a minimum 3 years' experience in offering Managed Hosting services (client or revenue share partner work orders to be enclosed).	Service Provider should have a minimum 3 years' experience in offering Managed Hosting services
30	12	Annexure-III	Managed Hosting(A1)	Clarification - Please specific a Qty	Please refer to Scope of Work
31	1	1.0 and 1.1 A	Load Balancer with auto scale	Does this mean you may require 8 load balancers of 4 core, 16 GB each OR Does it mean that you need one Load Balancer with 8 quantity of 4 core 16 GB servers?	One Load Balancer shall be provisioned with minimum 2 servers running under it for platform. See also Query No. 16

32			4 core, 16 GB, 100 GB SSD - min 2 Nos max to 8 Nos	Under Autoscale, Can we consider 2 units of server running 24 hours per day and 6 units for 12 hours (auto scaled) per day?	Minimum 2 machines shall run 24x7. See also Query No. 16
33	1	1.0 and 1.1 B	Load Balancer	Does this mean you may require 4 load balancers of 4 core, 16 GB each OR Does it mean that you need one Load Balancer with 4 quantity of 4 core 16 GB servers?	One Load Balancer shall be provisioned with minimum of 1 machine. See also Query No. 16
34			4 Core, 16 GB, 100 GB SSD - min 1 Nos max to 4 Nos	Under Autoscale, Can we consider 2 units of server running 24 hours per day and 2 units for 12 hours (auto scaled) per day?	Minimum of 1 machine shall run 24x7. See also Query No. 16
35	2	1.0 Scope of work & Eligibility Criteria	4 Core, 16 GB, 1 Nos extendible up to 8 Core, 32 GB,	Which version and edition to choose for database?	4 core machine shall be provisioned. Required database shall be installed by the OTT vendor
36		1.1 D DATABASE NO SQL	Hard Disk extendible up to 500 GB SSD	Which NoSQL Database is required here.	See query No. 35
37				License if applicable will be procured by Vigyan Prasar, Is this assumption correct?	OTT vendor shall take care of the following. Also See query No. 35
38				4 core extensible upto 8 core servers are asked for. For pricing which one do we consider?	CORRIGENDUM: Pricing shall be considered for 8 core server.

39		1	I. OBJECT STORAGE : 5TB scaled up to 100 TB real-time	Will this be used for infrequently used back up storage or will it be used for some other purpose? Please define the use case for a right solution definition	This storage shall be used to store the transcoded video output, images, UGC and other documents for the application
40		1.1	I. OBJECT STORAGE : 5TB scaled up to 100 TB real-time	Will this disk be mounted on the server and frequently read and written?	Yes, We prefer it as a managed service
41		1.1	I. OBJECT STORAGE : 5TB scaled up to 100 TB real-time	Will this disk be mounted as a common drive on two servers?	No
42		1.1	I. OBJECT STORAGE : 5TB scaled up to 100 TB real-time	Will the data stored on this disk be archived for long term storage?	No
43	2	1.0 Scope of work & Eligibility Criteria	OBJECT STORAGE	Will this be used for infrequently used back up storage or will it be used for some other purpose? Please define the use case for a right solution definition	This is incremental storage required month on month. This shall be covered in Object Storage
44		1.1 J Storage	Monthly storage cost for up to 2 TB Data (Assumption)	Will this disk be mounted on the server and frequently read and written?	This requirement is being withdrawn
45			Monthly storage cost for up to 2 TB Data (Assumption)	CORRIGENDUM: Will this disk be mounted as a common drive on two servers?	This requirement is being withdrawn
46			Monthly storage cost for up to 2 TB Data (Assumption)	CORRIGENDUM: Will the data stored on this disk be archived for long term storage?	This requirement is being withdrawn
47	2	1.0 Scope of work & Eligibility Criteria	OS –Linux / Ubuntu	Do bidder needs to consider any license for the servers asked in the BOQ unless mentioned explicitly.	Yes

48				Could be consider reserved pricing or only On Demand pricing is required	As per Tender Document
49				What is the sizing estimate in terms of Core and RAM required to run 1000 concurrent users?	As per Tender Document
50				Do you need a Linux or a Windows server?	Linux Ubuntu Servers
51				What is the disk IOPS required	As the Output will be mapped to CDN, Throughput requirement of 5Mbps shall be considered for the machine
52				Can we provide a cloud native hosted solution for this?	Yes
53				Do you need High Availability (Servers under Load Balancer) for this	Single server shall be provisioned
54				Do we need to consider same required components (like fps, bit rate, channel etc.) for both, input and output livestreams.	Please see above for clarification on Query No. 51
55	3	1.0 Scope of work & Eligibility Criteria		Is email server has been asked here or hosted solution (PAAS/SAAS) has been asked?	PAAS/SAAS should suffice
56		1.5 POP3 email	(Upto 30 accounts) with mail server disk space of 1 GB each and password reset function	Is it important for the mail server to be hosted in India region?	No
57	12	Annexure-III	S. No. 2 Storage (SSD) (A2)	Is this is required in addition to section “ 1.1, J, Storage ” on page No 2 or are they the same.	This provision has been withdrawn

58	12	Annexure-III	LIVE streaming (A5) (Upto 1000 concurrent users)	If possible please provide number of hours required for livestreaming with 1000 concurrent users.	Please see Query No. 2 and revised Annexure III
59	NA	NA	File Format for end users to be used for live or for On demand requirement	Which file extension to consider for the end users for live-streaming and Video-on-demand?	HLS / DASH with MP4 H.264/AAC
60	2	1.0 Scope of work & Eligibility Criteria	(i) Scope of Work	Please suggest the networking/connectivity requirement as this not mentioned anywhere in the bid document Example: VPN/MPLS/P2P/SDN etc.	Each instance to have private and public ip and can be used as required. Each instance should have good network connectivity up to 1Gbps.
61	8	Annexure 1	Service Provider should be MEITY-empanelled Cloud Service Provider and certified at least to the level of SOC2.	CORRIGENDUM: Please amend the RFP that SOC1, SOC2 and SOC3 to be provided by same CSP.	Service Provider should be MEITY-empanelled Cloud Service Provider and certified at least to the level of SOC2
62	5	2.15	Live Streaming services will be provided as and when required. While Vigyan Prasar shall organize the remote LiveU unit to capture the signal, the Service Provider shall be responsible for patching it on to the Live Streaming server and ensuring a smooth user experience.	Please define the patching that needs to done. This is important to explore the feasibility.	RTMP Ingest and HLS/DASH output.

63	3	Terms & Conditions & 2.2	Exemption for EMD/Tender fee can be availed as per GOI orders.	Request you to allow MSME bidders to submit MSME certificate in place of EMD and Tender Fee	This will be governed as per Govt of India rules
64	2	1.1.D	No SQL Database	Which NoSQL database AWS service client need?	Already answered
65	3	1.5	POP3 e-mail	POP3 email service asked by client is not supported by AWS SES	This is a turnkey managed hosting solution to be provided by the bidder. Email Accounts are part of the deliverables and hence needs to be provided by Managed hosting as part of the mandate
66	2	1.2	Transcoding	need how many video, audio assets needs to be transcoded per month, average length of each asset	CORRIGENDUM: This requirement listed as Financial Quote element A3 in Annexure III is being withdrawn
67		Clause 2.12	Any failure / delay /technical glitch to go LIVE during a pre-designated period will invite a penalty of 5% of total monthly invoice value	Can you provide details on what would be considered as downtime/failure here? Since we'll be responsible for only the infrastructure provisioning & maintenance part, any downtime related to the OTT application should not be under our penalties	Downtime related to OTT platform will not be a liability for managed hosting provider. Pls also see response to Query No. 15

68		Clause 1.6	24x7 Support through Email, Phone & WhatsApp within 3 minutes (within this time service provider will either flag the error/glitch to Vigyan Prasar or will acknowledge the problem within 3 minutes if Vigyan Prasar first spots and flags the problem	Any AWS MSP partner has standard SLAs for responding and resolving to P1/P2/P3 issues. We use FreshService ticketing platform, along with call/email for communication & monitoring. We would propose amending the response time to 15-minutes (industry standard) and removing WhatsApp from the support tool list which in our experience causes performance lapses	CORRIGENDUM: Response time expectation amended to 15 minutes
69		Clause 2.13		The Managed Hosting provider must be a MEITY-empaneled Cloud Services Provider with minimum SOC2 compliance. Is this for Cloud partners only or managed service partners ?	Pls refer to Query No. 3
70		Clause 2.15	Live Streaming services will be provided as and when required. While Vigyan Prasar shall organize the remote LiveU unit to capture the signal, the Service Provider shall be responsible for patching it on to the Live Streaming server LiveU shall share the feed in the desired format for patching.	Storage, hosting and transcoding Can the storage , hosting and transcoding be done on a private data center or it is mandatory to use a Cloud Partner .	Mandatory to use a CSP

71	1		<p>A 24x7x365 support team will need to be provided to ensure 99.99% uptime with 3-minute response time at no extra cost. The cost will be pegged to an assumption of traffic/data consumption for purposes of determining the lowest priced vendor.</p>	<p>Requesting Vigyan Prasar to please consider uptime of 99.95% as per MeitY guidelines and revise SLA accordingly</p>	<p>CORRIGENDUM: 99.95% uptime required with 15 minute response time</p>
72	4	2.0 Terms & Conditions	<p>2.12 However in case of any technical downtime upto 1%, an alert will be flagged and a penalty of 3% of total monthly invoice value will be imposed if the downtime touches 3% in a month. Similarly, any downtime beyond 3% shall invite a penalty of equivalent percentage value of the monthly invoice. Similarly, any failure / delay /technical glitch to go LIVE during a pre-designated period will invite a penalty of 5% of total monthly invoice value. However, such a penalty clause will not be applicable in any force majeure situations, e.g. fire, earthquake, acts of terrorism etc.</p>	<p>Requesting Vigyan Prasar to please consider uptime of 99.95% as per MeitY guidelines and revise SLA accordingly</p>	<p>CORRIGENDUM: 99.95% uptime required with 15 minute response time</p>

73	4	2.0 Terms & Conditions	The quotations in a sealed cover addressed to “The Registrar, Vigyan Prasar, A – 50, Institutional Area, Sector–62, Noida – 201 309” should reach VP on or before 23rd December, 2020 by 11:00 AM. The envelope should be superscripted with “TURNKEY PROPOSAL FOR MANAGED HOSTING and LIVE STREAMING SERVICES”.	We request Vigyan Prasar to please consider at least a week's extension to submission date for this tender as stitching up OTT solution considering all factors and documentation will take some time.	Has been extended till January 22, 2021
				We request Vigyan Prasar to please consider online submission of bid as courier facilities in these tough times with travel restrictions with social distancing will be tough.	Only hard copy submission
74	6	3.3 Technical Evaluation:	Cloud Hosting Infrastructure and CDN (Marks 40)	Please confirm if Vigyan Prasar is referring to a separate OTT platform or clients	CSP should be able to exhibit OTT platforms as their clients.
75	7	3.3 Technical Evaluation:	a) CSP hosts more than three OTT platforms globally - 40 marks b) CSP hosts at least one OTT platform globally - 20 marks	Requesting Vigyan Prasar to revise clause as "a)CSP hosts at least one OTT client in India - Total Marks 40"	Clause stays as it is. No change in CSP will be allowed during the tenure, including extended tenure of the work order.
76	General			Please confirm if bidder can host this platform on MeitY empanelled cloud platform or dedicated hosting is preferred?	Meity Empanelled CSP

77	General			Requesting Vigyan Prasar to please share details about application vendor for this platform	Vendor will be decided through tender.
78	General			Requesting Vigyan Prasar to please conduct pre-bid meeting online for this tender through video conferencing method like zoom, MS teams, google meet, etc.	All queries sent by email have been responded to.
79	General			Please confirm security components need to be considered at cloud site	As per Meity guidelines.
80	General			Please consider GCC platform as per MeitY deployment modules which is highly secured hosting deployment module. Please add a clause that - "Hosting shall be done on MeitY GCC platform"	No Change
81	General			Please confirm backup storage needed per month	Please refer to Scope of Work 1.1I
82	General			Also there is no mention of DR in tender. Considering strict SLA it should be part of this tender. Please confirm if DR is to be considered, if yes - Please confirm RPO, RTO? daily data generation?	Not needed
83	General			Share details about CDN nodes needed?	Pan-India
84	General			Please share cloud architecture for OTT platform	The query raised has no direct impact on the scope of work prima facie of this tender. However, the details sought may also be

					glanced in the separate OTT Platform tender floated by Vigyan Prasar, which may be accessed on the VP website.
85		1 (c)	LIVE streaming	What are live stream sources ?	RTMP Stream
86	General		CDN	ADDENDUM: Can CDN be sourced separately by an MSP, while rest come from CSP?	CDN services should from same CSP not third party sourced for seamless operations and better end user experience.
87	ADDENDUM	ANNEXURE I, Clause 1.9		How will Vigyan Prasar pay for overage if new instances of servers are commissioned beyond the minimum commitment in the Scope of Work?	Vigyan Prasar will pay the successful bidder for overage on consumption basis -- Instance will be measured on the number of hours during a month (730hr/month) and billed pro rata
88		Clause 1.1 J		CORRIGENDUM	Monthly Storage Cost of Upto 2TB Data (Assumption) may be read as being withdrawn
89		Clause 1.1 F		CORRIGENDUM	Video Analytics Server Clause may be read as being withdrawn

90		Clause 1.1 J		CORRIGENDUM	Monthly Storage Cost of Upto 2TB Data (Assumption) may be read as being withdrawn
91		Clause 1.1 L		ADDENDUM	Transcoding Server – 16 Core 32 GB 100 GB SSD added to Scope of Work
92				We request Vigyan Prasar to please consider at least a week's extension to submission date for this tender as	Already extended to January 22, 2021, 11 am
93	6	3.3(1a)	CSP hosts more than three OTT platforms globally	Do we need to provide hosting experience or OTT delivery is fine as well?	Need to provide Hosting experience
94				We request Vigyan Prasar to please consider online submission of bid	To be submitted as specified in the Tender document
95				To conduct pre-bid meeting online	Pls refer to Query No. 78
96				NA	NA
97				Submission date is 24 th December 2020 or 23 rd December 2020	The sealed proposal must reach Vigyan Prasar by 11:00 hrs on

					22 January 2021.
98				Request to allow MSME bidders to submit MSME certificate in place of EMD and Tender Fee	As per clause 2.2 of terms and conditions the exceptions for EMD/Tender fee can be availed as per GOI orders. While claiming any exemption the bid/application should be supported with relevant GOI orders/prescribed documents.
99				Submission date is 24 th December 2020 or 23 rd December 2020	The sealed proposal must reach Vigyan Prasar by 11:00 hrs on 22 January 2021.
100				We request Vigyan Prasar to please consider at least a week's extension to submission date for this tender as	Corrigendum for extension of date of submission is already uploaded



Vigyan Prasar

(An Autonomous Organisation of Department of Science and Technology)
A-50, NCMRWF Building, Sector- 62, Noida (UP) 201309

VP/SOT/1044/SC/OTT-SERVICES/2020

Dated: 03/12/2020

SUB: TENDER NOTICE INVITING PROPOSAL FOR TURNKEY PROPOSAL FOR MANAGED HOSTING and LIVE STREAMING SERVICES

Vigyan Prasar, an autonomous organization of Department of Science & Technology, Govt. of India, runs an internet-based science channel (OTT) and invites proposals from reputed managed cloud hosting service providers to host Vigyan Prasar's OTT channel (India Science) which has web, android and iOS interfaces. The proposed service mandate will comprise a fixed cost component and a variable cost component, the latter being based on metered usage and traffic. A 24x7x365 support team will need to be provided to ensure 99.99% uptime with 3-minute response time at no extra cost. The cost will be pegged to an assumption of traffic/data consumption for purposes of determining the lowest priced vendor.

Eligible service providers would need to offer cloud-based managed hosting services on composite turnkey basis. The bidder is requested to send a proposal with company profile. Technical and Financial bids should be contained in separate sealed envelopes, both should be put up in another sealed envelope. The sealed quotations must be superscribed "**TENDER FOR TURNKEY PROPOSAL FOR MANAGED HOSTING AND LIVE STREAMING SERVICES & enquiry No, date of opening**" and addressed to Registrar, Vigyan Prasar. The Sealed envelope should reach Vigyan Prasar latest by **11:00 A.M on 22nd January, 2021**. Bids will be opened on same day i.e. **02:00 PM on 22nd January 2021**.

1.0 Scope of work & Eligibility Criteria

(i) **Scope of Work:** The service provider will provide following services:

1.1 Managed Hosting: Cloud-based storage, hosting, transcoding and CDN facilities as under:

Minimum Specs:

A. PLATFORM

Load Balancer with auto scale,

4 core, 16 GB, 100 GB SSD - min 2 Nos max to 8 Nos

B. WEB APPLICATION

Load Balancer

4 Core, 16 GB, 100 GB SSD - min 1 Nos max to 4 Nos

B. DATABASE

1. Managed Database Services, 4 Core 16GB, extendible to 8 Core 32 GB.

Hard Disk extendible upto 500 GB SSD

2. Equivalent read replica

C. LIVE STICHER

4 Core, 16 GB, 100 GB SSD

D. DATABASE NO SQL

4 Core, 16 GB, 1 Nos extendible up to 8 Core, 32 GB,

Hard Disk extendible upto 500 GB SSD

E. SEARCH SERVER

4 Core, 16 GB, 100 GB SSD

F. STAGING SETUP

4 Core, 16 GB, 100 GB SSD

G. MISC USAGE

4 Core, 16 GB, 100 GB SSD upto 4 Nos

H. OBJECT STORAGE

Hard Disk- 5TB scaled up to 100 TB realtime

I. Transcoding Server : 16 Core 32 GB 100 GB SSD.

J. Miscellaneous

OS –Linux / Ubuntu

Software

PHP, Apache, Mysql, FFMPEG

K. Extra Instance

4 Core, 16GB, 100GB SSD will be required for deployment on overage basis ONLY and will be billed on pro rata hourly basis, considering a month as 730 hours.

1.2 Bandwidth:(Assumption). Approximately **6 TB data** per month. Cost for every additional GB thereafter needs to be mentioned. Service Provider must mention which CDN it will be using if selected and how many pops the said CDN has in India and where all. (Documentation from CDN partner to be enclosed)

1.3 LIVE Streaming Server: A LIVE streaming **server for minimum 1,000 concurrent users** needs to be made available on demand (with 12 working hours notice for setup)

with full HD quality streaming on a metered consumption basis for bandwidth and transcoding.

- 1.4 POP3 Email** (Upto 50 accounts) with mail server disk space of 2 GB each and password reset function
- 1.5 24x7 Support** through Email, Phone within 15 minutes (within this time service provider will either flag the error/glitch to Vigyan Prasar or will acknowledge the problem within 3 minutes if Vigyan Prasar first spots and flags the problem. Thereafter it will swing into action in order to provide solution to the fault/error at earliest.)
- (ii) Eligibility Criteria:**
As referred in Annexure I

2.0 Terms & Conditions: -

- 2.1 The bid should be accompanied with an EMD of Rs.1.0 lakhs and Non-refundable tender fee of Rs.1000.00/- (only to be paid if tender document is procured in hard printed copy) in the form of DD, drawn in favour of "Vigyan Prasar", payable at New Delhi or can be paid through online by NEFT/RTGS/IMPS to Vigyan Prasar account as detailed below (kindly submit details of NEFT with the proposal the):-

Account Name/ VIGYAN PRASAR
ADDRESS- A- 50, NCMRWF BUILDING, SECTOR- 62, NOIDA.
NEFT/RTGS DETAIL
BANK NAME- UNION BANK OF INDIA.
BANK ACCOUNT NUMBER- 349902010040204.
IFSC CODE- FOR RTGS/NEFT- UBIN0534994.
BANK ADDRESS- SAFDARJANG DEVELOPMENT AREA,
C-4, COMMUNITY CENTRE, NEW DELHI- 110016

- 2.2 Exemption for EMD/Tender fee can be availed as per GOI orders. While claiming any exemption, the bid/application should be supported with relevant GOI orders, failing which the application/bid would not be considered for exemption. The documents furnished in support of exemption claimed will be subject to scrutiny. In case any of the documents provided in this regard is not found to be commensurate with the requirements enunciated in the GOI guidelines for availing exemptions, the bid(s) will be rejected at the cost of the Bidder.
- 2.3 Please quote your rates in the prescribed format as per Annexure–II (Price Bid). After awarding the contract if bidder fails to provide the services within the stipulated time or not accepting the work order, his EMD will be forfeited. The rates quoted by the agency should be valid for a period of 180 days. Contract will be awarded for the initial period of one year. Period of contract may be extended for further period of one year on mutual acceptance. The scope of this contract can be extended up to a total period of three years in total. There will not be any price revision during the contract period of three years.
- 2.4 The quotations in a sealed cover addressed to “The Registrar, Vigyan Prasar, A – 50, Institutional Area, Sector–62, Noida – 201 309” should reach VP on or before **22nd**

January, 2021 by 11:00 AM. The envelope should be superscripted with “**TURNKEY PROPOSAL FOR MANAGED HOSTING and LIVE STREAMING SERVICES**”.

- 2.5 Bids received late or incomplete shall be summarily rejected.
- 2.6 The Committee constituted by Vigyan Prasar will open all the proposals and check all the necessary documents listed in eligibility criteria and select the service provider as articulated in Clause 3.
- 2.7 Vendor would need to furnish its company profile, containing details of technology infrastructure prior client experience for similar services and at least 5 qualified technical manpower who can sustain a 24x7 support mechanism.
- 2.8 Service provider has to complete the server setup within fifteen days of work order.
- 2.9 Payment to the Service provider will be made on monthly basis after successful & satisfactory completion as per the channel requirement.
- 2.10 Monthly bill will be calculated based on fixed and variable billing based on assumptions provided. In the event of any incremental usage, the same shall be added to the bill. Service provider will need to furnish usage statistics to support the bill.
- 2.11 Service provider will need to alert Vigyan Prasar when consumption of services reach 50% and 90% milestones of minimum assumptions as given in this RFP.
- 2.12 However in case of any technical downtime upto 1%, an alert will be flagged and a penalty of 3% of total monthly invoice value will be imposed if the downtime touches 3% in a month. Similarly, any downtime beyond 3% shall invite a penalty of equivalent percentage value of the monthly invoice. Similarly, any failure / delay /technical glitch to go LIVE during a pre-designated period will invite a penalty of 5% of total monthly invoice value. However, such a penalty clause will not be applicable in any force majeure situations, e.g. fire, earthquake, acts of terrorism etc.
- 2.13 The Managed Hosting provider must be a MEITY-empaneled Cloud Services Provider with minimum SOC2 compliance.
- 2.14 In the event of tender expiry or termination, the vendor shall be obliged to assist and cooperate in the migration process with the new incoming vendor, so that there is no downtime. All possible activities related to the migration, some of which may involve resource deployment, will be the responsibility of the outgoing vendor. As pointers, the following tasks are being listed, though this may not be an exhaustive list:
 - Machine/Server preparation
 - Installing software's
 - Machine/Server Patching
 - Apache/My SQL/PHP Configuration
 - Load Balancer Configuration
 - Data migration
 - Application set up
 - Mail Server set up (if part of migration)

- Functional testing of the newly hosted application
 - Data testing for the migrated data
 - Performance Testing to ensure that the new infrastructure can handle the desired load.
 - Security Testing (to ensure that the newly hosted app environment is secure)
- 2.15 Live Streaming services will be provided as and when required. While Vigyan Prasar shall organize the remote LiveU unit to capture the signal, the Service Provider shall be responsible for patching it on to the Live Streaming server and ensuring a smooth user experience.
- 2.16 The service provider shall be given a period of 15 days to effect the entire transition. The Work Order billing shall start from the day India Science website and apps go live from the platform / servers of the selected bidder.
- 2.17 Vigyan Prasar reserves the right to cancel the whole contract or part thereof without assigning any reason at any time during the contract period and no claim on this account will be entertained. VP reserves the right to cancel the contract and to blacklist the firm for a period of five years without giving any notice.
- 2.18 All disputes arising shall be settled through arbitration. Both the parties shall first try to resolve the disputes amicably by mutual consultation. If they fail to resolve the disputes by such mutual consultation within 21 days, then, depending upon the position of the case, either of the party shall give notice to the other party of its intention to commence arbitration as per the Indian Arbitration and Conciliation Act, 1996.
- 2.19 In case of any proceedings/Suits, Indian Law shall govern the contract and courts in New Delhi shall only have the jurisdiction to hear such matters.
- 2.20 Vigyan Prasar reserves the right to accept or reject any of the bids without assigning any reason.
- 2.21 Only firms having 24x7 network support team physically located in India would be eligible.
- 2.22 EMD will be returned back to all unsuccessful bidders within 30 days once the evaluation is completed and the contract is signed by the successful bidder.
- 2.23 Selected vender will have to submit PBG of 3% of Total contract value. The PBG should have a validity of 60 days after the completion of the contract period.

3. EVALUATION PROCESS:

3.1 All received proposals will be first scrutinized by the purchase committee of Vigyan Prasar for opening the tender. The committee will check the all documents (Application in format / Firm Registration Certificates/ Work Experience / Studio and other equipment facility / Turnover last three years/ List of key personnel / Application

fee / EMD/ PAN number / financial bids etc. submitted by the agency. Bidder(s) found eligible in the scrutiny process will be recommended for technical evaluation.

3.2 VP has adopted a two-bid selection process (QCBS) in evaluating the proposals comprising a 70:30 criteria, where 70% weightage will be accorded to technical evaluation and 30% weightage will be accorded to the financial bid.

3.3 Technical Evaluation:

S.N.	Parameters		Total Marks
1.	Cloud Hosting Infrastructure and CDN		40
a)	CSP hosts more than three OTT platforms globally	40	
b)	CSP hosts at least one OTT platform globally	20	
2.	Managed Hosting Support Team Profile		20
	Support Team size of 15 Professionals and above	20	
	Support Team size of less than 15 Professionals but more than 10 professionals	15	
	Support Team size of less than 10 Professionals but more than 5 professionals	10	
3.	Presentation by Service Provider		40
	Understanding of Scope of Work, Methodology and strategy for maintaining managed hosting services.		
	TOTAL		100

Bids securing 70 percent or more will qualify for financial evaluation

3.4 Financial Evaluation:

A date, time and venue will be notified to all shortlisted applicants for announcing the result of technical evaluation and opening of Financial Proposals. The opening of financial proposal shall be done in presence of representative of applicants who choose to remain present. VP will not entertain any query or clarification from applicants about technical evaluation marks. No TA/DA will be admissible to the agency/firms. Proposer or authorized representative will

attend the presentation at their own cost.

The lowest Bid (L1) will be based on the lowest combined score (CS) after considering the Price quoted vide Format given in Annexure III on this NIT and the Technical scores referred above. All shortlisted applicants would be assigned financial score. For financial evaluation, the total cost indicated in the Financial Proposal, excluding GST, will be considered. Each Financial Proposal will be assigned a financial score as detailed below:

The lowest financial proposal (L1) will be awarded 100 % score. The financial scores of other proposals will be computed as follows: Financial Score of a bidder = $\{(Financial\ Bid\ of\ L1/Financial\ bid\ of\ the\ Bidder) \times 100\}\%$ (adjusted to 2 decimals)

Proposals will finally be ranked according to their combined technical and financial scores (CS) as follows:

CS= Technical Score X 0.7 + Financial Score X 0.3

Weight assigned to technical and financial Proposals that shall be 0.7 and 0.3 respectively.

Generally, the successful applicant will be the applicant having the highest combined Score. The second highest Applicant will be kept in reserve and may be invited for negotiations in case the first-ranked applicant withdraws or is not selected for any reason.

Example of scoring and evaluation of Tender:

The marks scored by Bidders in the technical evaluation will be given a weightage of 70.

Similarly, the financial bids of the Bidders will be given a weightage of 30. The lowest financial proposal (L1) will be awarded 100 % score. Illustration of scoring criteria: Assume 3 participating Bidders have total technical scores as per column (3) in table below and in case of rates, the total rates quotes is as under:

SN. (1)	Description (2)	Total Technical Scores(3)	Rate quotes (say in Rs.) Financial scores (4)	Financial Score of a bidder= (Financial Bid of L1/Financial bid of the Bidder)X100}%
1	Bidder 1	80	60	(50/60)X100=

				83.33
2	Bidder 2	75	55	$(50/55) \times 100 = 90.90$
3	Bidder 3	70	50	$(50/50) \times 100 = 100$

The Bidder scoring minimum rates in the financial scores i.e. 50 scoring point will be awarded 100 % score and the other bidders will be worked out on proportionate basis and thereafter weightage. Their combined technical and financial scores (CS) as follows:

CS obtained by firm = **Technical Score X 0.7 + Financial Score X 0.3**

CS obtained by Bidder A = $80 \times 0.7 + 83.33 \times 0.3 = 56 + 24.999 = 80.999$ (CS1)

CS obtained by Bidder B = $75 \times 0.7 + 90.90 \times 0.3 = 52.5 + 27.27 = 79.77$ (CS2)

CS obtained by Bidder C = $70 \times 0.7 + 100 \times 0.3 = 49 + 30 = 79.00$ (CS3)

For financial evaluation, the total cost indicated in the financial proposal, excluding GST, will be considered.

ANNEXURE-I
ELIGIBILITY CRITERIA

- 1.1 Service Provider should have a minimum 5 years' experience in offering Managed Hosting services (client or revenue share partner work orders to be enclosed).
- 1.2 Service Provider should be MEITY-empaneled Cloud Service Provider and certified at least to the level of SOC2.
- 1.3 Service Provider should have a minimum average turnover of Rs. 3crore in the last three financial years (2017-2018, 2018-2019, 2019-2020).
- 1.4 Agency should have adequate in-house infrastructural facilities for the said work including 24x7 technical maintenance team (attach company profile including infrastructural and manpower list).
- 1.5 Only service providers having 24x7 manned network support facility in India would be eligible.
- 1.6 Service Provider should have PAN and GST registration certificate (attach photocopy).
- 1.7 Service Provider should submit EMD, Tender Fee and all the pages of tender document duly signed and stamped accepting all the terms & conditions of the tender.
- 1.8 The Service Provider should also enclose a certificate stating that the firm has a good reputation and there is no complaint against it and have not been blacklisted from any Govt. organization. See Annexure VI.
- 1.9 Vigyan Prasar will pay MSP on pro rata consumption basis such as Instance will be measured on the number of hours the instance is utilized during a month, assuming a month is counted as 730 hours.

(If tenderer, does not submit any one among all these documents, the bid will be rejected.)

ANNEXURE II

Application Form

Agency/Firm Information

S.N.	Particulars	Details
1.	Name of the Agency/Firm	
2.	Complete Address for communication (Address with pin code, telephone numbers, fax no and emails).	
3.	(i) Phone /Mobile Number (ii) Email Id	
4.	Legal status of Organization Is it a registered firm/company? (If a partnership firm, state the: name/s and address/es of your partners. If company, state the names and addresses of Directors, photocopies of the certificate of registration should be attached)	Yes No
5.	(i) PAN Number (ii) GST number (ii) Financial Turnover of the Firm/ company during last 3 years	
6.	Brief Description of the Proposer's Activities	
7.	Has the Agency/ its sister concern/any director ever been blacklisted/defaulted by any organization?	
8.	Tender Fee (Only to be paid if hard printed copy obtained) Enclosed DD/Bank order / NEFT for Rs 1000/-	Rupees..... DD No..... dateddrawn on bank..... being non-refundable application fee for procuring Tender Document in Hard Copy). UTR No. in case of NEFT
9.	EMD Enclosed being submitted by us for please find DD/Bank order/NEFT	Rupees..... DD No..... dateddrawn on bank..... can also be

	for Rs.1,00,000/- being EMD for the application.	submitted online refer 2.1 and 2.2 of this tender document. UTR No. in case of NEFT
10.	Any other relevant information	

DECLARATION

- (i) I..... (authorized signatory for the proposer) solemnly affirm that the facts stated above are correct and nothing has been withheld. If any information submitted above, is found to be false or fabricated, I may be liable to be suspended and /or debarred from participation in Vigyan Prasar tenders for the period as deemed appropriate by Vigyan Prasar.
- (ii) I permit Vigyan Prasar to cross check the above facts from any other source.
- (iii) I or my authorized representative would make presentation before a selection committee at my own cost.
- (iv) I will abide by the decision of Director Vigyan Prasar.
- (v) I hereby declare that I shall adhere to the terms and conditions mentioned in RFP.

Signature:.....

Full Name:.....

Date:.....

Annexure-III

Price Bid (in sealed envelope)

(On the letterhead of the Applicant)

Subject: NOTICE INVITING TENDER FOR MANAGED HOSTING SERVICES

Rate for MANAGED HOSTING SERVICES is as follows:

S. No.	Service/Product	Fixed Cost - A	Incremental Cost - B		
			Cost (Rs.)	Description of Units	Incremental Cost (Rs.)
1.	Managed Hosting (A1)	All servers, databases, load balancers, related software & hardware as in Scope of Work			
2.	Object Storage (SSD) (A2)	5TB / Month		Cost per addl TB (B1)	
3.	Additional Instance 4 Core, 16GN, 100 GB SSD (A3) *Refer Note1	Cost per month (730 hours)			
4.	Bandwidth (For supporting 1 lakh page views per month)(A4)	6 TB/Month (Please mention which CDN and number of pops it has in India as part of its coverage)		Cost per additional GB(B2)	
5.	LIVE streaming (A5) (Minimum 1000 concurrent users)	Full HD stream / Per Hour rate (Please mention which server you are using and its specs) (To Be Paid only upon usage)			
6.	50 POP3 Email Accounts (A6)	2 GB per mail account		Cost per extra email /month (B3)	
7.	Support (24x7 support)(A7)	24x7 support, E-mail, Phone			
	Grand Total (A1-A7)	(A1 + A2 + A3 + A4 + A5 + A6 + A7)		(B= B1 + B2 + B3)	

***Note1: This quote will not form part of monthly minimum guaranteed amount. The amount payable under this head will be on actuals, if any. The payable amount will be arrived at by the following formula: Quote/730*Actual hours consumed or exact pro rata time consumed.**

Grand Total in Rs. (in words):

NOTE2: L1 to be determined only on the basis of Fixed Cost (A = A1 + A2 + A3 + A4 + A5 + A6+A7). In the event of a tie, Incremental Cost (B = B1 + B2 + B3) will be considered as a tie breaker.

Name:

Company

Signature:

:

Annexure IV
Proposer's Information

1a. Name of the proposer :

1b) of the Company :

2. Contact Information Address with contact details:

3. Copies of Income Tax returns as accepted by the Income Tax Department of preceding three years with PAN:

4. Has the Agency/its its sister concern/any director ever been blacklisted/defaulted by any organization?:
Yes/No (If yes, give details)

5. I have enclosed a DD/ Bank order/Online transfer for Rs. 1000/- towards non-refundable application fee (DD No..... Date:.....drawn on bank:..... or online transaction details) (only payable if Tender Document procured in hard printed copy from VP). UTR No to be furnished in case of Online Transfer.

6. I have enclosed a DD/ Bank order for Rs. 100,000/- towards EMD (DD No..... Date:.....drawn on bank:..... or online transaction details) . UTR No to be furnished in case of Online Transfer.

7. Any other relevant information:

SIGNATURE (of authorised signatory)

Full Name and designation

DECLARATION

- i. I.....(authorised signatory for the proposer) solemnly affirm that the facts stated above are correct and nothing has been withheld. If any information submitted above, is found to be false or fabricated, I may be liable to be suspended and/or debarred from empanelment.
- ii. I permit Vigyan Prasar to cross check the above facts from any other source.
- iii. I or my authorized representative, along with the team, if required by Vigyan Prasar would make presentation before Selection Committee at my own cost.
- iv. I, hereby declare that I shall adhere to the terms and conditions mentioned in RFP.

Signature

Full Name

Date

(Seal of organization)

Annexure V

Turnover/ Financial Details as per Audited Accounts

Years	FY 17-18		FY 18-19		FY 19-20		Average Turnover	
Turnover (Rs)	Total	From Relevant Services	Total	From Relevant Services	Total	From Relevant Services	Total	From Relevant Services
Profit (Rs)								

Note: Enclose CA certificate conforming Annual Turnover during stated financial years

Annexure VI

Certificate

I..... (authorized signatory for the proposer) solemnly affirm that our firm name.....has a good reputation and there is no complaint against it and have not been blacklisted from any Govt. organization.

The above stated facts are correct and nothing has been withheld. If any information submitted above, is found to be false or fabricated, I may be liable to be suspended and /or debarred from participation in Vigyan Prasar tenders for the period as deemed appropriate by Vigyan Prasar.

Signature:.....

Full Name:.....

Date:.....