



## **Vigyan Prasar**

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

**VP/SOT/973/IPTV/2017**

**Dated: 07 March, 2019**

### **SUB: SHORT TENDER NOTICE INVITING PROPOSAL FOR MANAGED HOSTING SERVICES FOR OTT CHANNEL**

Vigyan Prasar, an autonomous organization of Department of Science & Technology, Govt. of India, is in process to start an internet-based science channel (OTT) and invite proposals from managed hosting service providers to handle the expected load for Vigyan Prasar OTT channel platform. The entire infrastructure will have a fixed cost component and a variable cost component, which will be based on usage and traffic, with provisions for incremental billing if applicable. A 24x7x365 network maintenance team will be provided ideally to ensure 99.99% uptime with 3 minute response time at no extra cost. The variable cost component will be pegged to an assumption of traffic/data consumption for purposes of determining the lowest priced vendor.

Eligible service providers are requested to send a proposal with company profile and financial bids in sealed envelope and clearly marked on the cover of envelope. Sealed envelope should reach Vigyan Prasar latest by **11:00 A.M on 22 March, 2019**. Quotations will be opened on same day i.e. **03:00 PM on 22 March, 2019**.

#### **1.0 Scope of work**

The service provider will provide following services:

- 1.1 Managed Hosting:** This includes Load Balancer, Primary & Secondary App servers, two Database Servers (Master-Slave), caching servers & Backups.
- 1.2 Storage:** Monthly storage cost for upto **1 TB** Data (Assumption).
- 1.3 Transcoding:** Transcoding is required to convert the input video to different formats and bitrates that can then be consumed by various devices.
  - a. **1800 minutes** (assumption) of **HD video** need to be submitted each month for publishing on the OTT channel. Service Provider shall also submit a quotation for 2400 minutes and 3000 minutes as optional elements, although 1800 minutes shall be considered for purposes of calculating L1.
  - b. Supported resolutions of the output should be **240p, 360p, 480p, 720p and 1080p**.
- 1.3 Bandwidth:** (Assumption). Approximately **12 TB** data per month. Cost for every additional GB thereafter needs to be mentioned.
- 1.4 LIVE Streaming Server:** A LIVE streaming server for **minimum, 1000 concurrent users** needs to be made available on demand (with 12 working hours notice for setup) with HD (1080p) quality streaming on a metered consumption basis for bandwidth and transcoding.

- 1.5 **POP3 Email** (Upto 25 accounts) with mail server disk space of 1 GB each
- 1.6 **Cpanel access**
- 1.7 **24x7 Support** through Email, Phone & WhatsApp with 3 minutes (within this time service provider will acknowledge the problem and swing into action in order to provide solution to the fault/error at earliest.)

**2.0 Terms & Conditions: -**

- 2.1 The bid should be accompanied with an EMD of Rs.30,000.00/- and Non refundable tender fee of Rs.1000.00/- 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 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 one year. Contract will be awarded for the initial period of Twelve (12) months. Period of contract may be extended for further period of six (6) months on mutual acceptance. There will not be any price revision during the contract period.
- 2.3 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 22 March, 2019 by 11:00 AM. The envelope should be superscripted with “**PROPOSAL FOR MANAGED HOSTING and LIVE STREAMING SERVICES FOR OTT CHANNEL**”.
- 2.4 Quotations received late or incomplete shall be summarily rejected.
- 2.5 The Committee constitute by Vigyan Prasar will open all the proposals and check all the necessary documents listed in eligibility criteria and select the service provider which is Lowest in Aggregate Managed Services Cost.
- 2.6 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.
- 2.7 Service provider has to complete the server setup within fifteen days of work order.

- 2.8 Payment to the Service provider will be made on monthly basis after successful & satisfactory completion as per the channel requirement certified by project head, VP.
- 2.9 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.
- 2.10 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.
- 2.11 However in case of any technical downtime upto 1%, an alert will be flagged, escalation will be done at 2% 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 up to 3% to go LIVE during a pre-designated period will invite a penalty of **5% of total monthly invoice value, which will be double the % downtime incase the downtime is more than 3 per cent**. However, such a penalty clause will not be applicable in any force majeure situations, e.g. fire, earthquake, acts of terrorism etc.
- 2.12 VP reserves the right to cancel the contract and to blacklist the firm for a period of five years without giving any notice. 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.
- 2.13 Any dispute or differences including those considered as such by only one of the parties arising out of or in connection with this work shall be, to the extent possible, settled amicably between the parties. If amicable settlement cannot be reached, then all disputes shall be settled by an Arbitrator. The Director, Vigyan Prasar or any officer nominated by him will be the sole arbitrator and his/her award shall be final and binding upon both the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of Law.
- 2.14 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.
- 2.15 Vigyan Prasar reserves the right to accept or reject any of the quotations without assigning any reason.
- 2.16 Only firms having 24x7 network support team physically located in Delhi/ NCR would be eligible.
- 2.17 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.
- 2.18 Selected vendor has to submit PBG of 10% of total contract value. PBG should remain valid up to 60 days after the date of closure of contract/project.
- 2.19 Pre-Tender queries may be sent by email to [tenders@vigyanprasar.gov.in](mailto:tenders@vigyanprasar.gov.in) by March 12, 2019. The same shall be replied at least two days before date of bid closure.

## ANNEXURE-I

### ELIGIBILITY CRITERIA

- 1.1 Agency should have a minimum 3 years experience in offering Managed Hosting services(client or revenue share partner work orders to be enclosed).
- 1.2 Agency should have a minimum average turnover of Rs. 5 (five) crore in the last three financial years (2015-2016, 2016-2017, 2017-2018).
- 1.3 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).
- 1.4 Only firms having 24x7 network support facility in Delhi/NCR would be eligible.
- 1.5 Agency should have PAN and GST registration certificate (attach photocopy).
- 1.6 Agency should submit EMD, Tender Fee and all the pages of tender document duly signed and stamped accepting all the terms & condition of tender.
- 1.7 The agency should also enclose a certificate stating that his firm has a good reputation and there is no complaint against it and have not been blacklisted from any Govt. organization.  
**(If tenderer, does not submit any one among all these documents, his bid will be rejected.)**

## Annexure-II

### Price Bid(in sealed envelope)

(On the letterhead of the Applicant)

**Subject: NOTICE INVITING TENDER FOR MANAGED HOSTING SERVICES FOR OTT CHANNEL FOR 1000CONCURRENT USERS and 1000 concurrent users for LIVE streaming**

Rate for MANAGED HOSTING SERVICES FOR OTT CHANNEL FOR 1000 CONCURRENT USERS on monthly basis is as follows:

S.No.	Service/Product	Managed Services Cost (Fixed + Variable) - A		Incremental Cost B	
		Description/ Assumptions	Cost (Rs.)	Description per unit	Incremental Cost (Rs.)
1.	Managed Hosting (A1)	Load Balancer, Primary & Secondary App servers, two Database Servers (Master-Slave), caching servers & Backups.			
2.	Storage(A2)	1TB / Month		Cost per GB (B1)	
3.	Transcoding (A3)	1800 minutes per month <b>(To be considered for L1)</b>		Cost per minute (B2)	
		2400 minutes per month			
		3000 minutes per month			
4.	Bandwidth (For supporting upto 1 lakh page view per month)(A4)	12 TB/Month (Please mention which CDN you are using and its coverage)		Cost per GB (B3)	
5	LIVE streaming (A5)  (Upto 1000 concurrent users)	Full HD stream / Per Hour rate (Please mention which server you are using and its specs)			
6.	Email Accounts (A6)	1 GB per account		Cost per extra email per month (B4)	
7.	Cpanel access (A7)	Cost per month (if any)			
8.	Support (24x7 support)(A8)	24x7 support, E-mail, Phone, WhatsApp			

	<b>Grand Total (A)</b>	( A1 + A2 + A3 + A4 + A5 + A6 + A7+A8)		(B= B1 + B2 + B3 + B4)	
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**Grand Total in Rs. (in words):**

**NOTE:**

L1 to be determined only on the basis of Managed Services Cost ( $A = A1 + A2 + A3 + A4 + A5 + A6 + A7 + A8$ ). In the event of a tie, Incremental Cost ( $B = B1 + B2 + B3 + B4$ ) will be considered as a tie breaker.