



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 24th December, 2020**. Bids will be opened on same day i.e. **02:00 PM on 24th December, 2020**.

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. VIDEO ANALYTICS SERVER

2 X 8 Core, 32GB, 1 TB SSD

G. STAGING SETUP

4 Core, 16 GB, 100 GB SSD

H. MISC USAGE

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

I. OBJECT STORAGE

Hard Disk- 5TB scaled up to 100 TB realtime

J. Storage: Monthly storage cost for upto **2 TB** Data (Assumption).

K. Miscellaneous

OS –Linux / Ubuntu

Software

PHP, Apache, Mysql, FFMPEG

1.2 Transcoding: 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 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.

b. Supported resolutions of the output should be **240p, 360p, 480p, 720p and 1080p.**

1.3 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)

1.4 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.

1.5 POP3 Email (Upto 30 accounts) with mail server disk space of 1 GB each and password reset function

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. 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 **23rd December, 2020 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.
- 2.24 **Pre-Bid Queries** will be accepted upto **Monday, December 15, 2020, 3 pm**. Prospective bidders can send in their queries in advance to **tenders@vigyanprasar.gov.in**. No queries shall be entertained after the deadline.

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	$(50/60) \times 100 = 83.33$
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-empanelled 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.

(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/Service Tax 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.	Storage (SSD) (A2)	2TB / Month		Cost per addl GB (B1)	
3.	Transcoding (A3)	4000 minutes per month		Cost per addl minute (B2)	
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(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) (To Be Paid only upon usage)		Cost for additional 1000 concurrent users (B4)	
6.	30 POP3 Email Accounts (A6)	1 GB per mail account		Cost per extra email per month (B5)	
7.	Support (24x7 support)(A7)	24x7 support, E-mail, Phone, WhatsApp			
	Grand Total (A1-A7)	(A1 + A2 + A3 + A4 + A5 + A6 + A7)		(B= B1 + B2 + B3 + B4 + B5)	

Grand Total in Rs. (in words):

NOTE: 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 + B4 + B5) 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:.....