



**CENTRAL GOVERNMENT EMPLOYEES WELFARE
HOUSING ORGANISATION**

(An Autonomous Organisation, M/o HUA)
6th Floor, 'A' Wing, Janpath Bhawan, Janpath,
New Delhi – 110 001

Ph : 23739722/ 23717249/ Fax No.23717250
Email: cgewho@nic.in Website: www.cgewho.in

E-TENDER NOTICE FOR IT SERVICES

CGEWHO, an Autonomous Organisation of Govt. of India invites sealed tenders/ quotations from reputed CLOUD DATA CENTRES for providing 24x7 cloud/web services on the ASP.NET/SQL platform including Hosting, implementation, maintenance and training to users. Last date for receipt of quotations is **12.03.2018** upto 1100 hrs at the address mentioned above. The GST registered agencies should study CGEWHO's existing web application before submitting the tenders by visiting at CGEWHO office. The Tender document can be downloaded from the website www.cgewho.in on e-tendering website of CGEWHO i.e. tenderwizard.com/CGEWHO. Only online question(s) through e-tendering will be acceptable.

CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION

NOTICE INVITING TENDER (NIT) DOCUMENT CONTAINING DETAILED INFORMATION AND TERMS & CONDITIONS FOR PROVIDING 24x7 CLOUD/WEB SERVICES BY THE REPUTED CLOUD DATA CENTRES

Central Government Employees Welfare Housing Organisation (CGEWHO), an Autonomous Organisation, under Ministry of Housing & Urban Poverty Alleviation, Govt. of India invites sealed quotations/tender from registered, well-established and reputed agency.

2. Interested Firms/ Agencies can download Tender document containing detailed information and terms & conditions from CGEWHO's website www.cgewho.in
3. Minimum qualify criteria for selection of the Cloud Data Centre is furnished below:
 - a. The total consolidated turnover for the last 3 years i.e. (01/04/2015 to 31/03/2017) shall be more than 100.00 Crores.
 - b. The above-mentioned total consolidated turnover shall include Rs. 20.00 Lacs revenue from the Government Contracts only for the last 3 years i.e. (01/04/2015 to 31/03/2017).
4. Minimum Requirement for the CGEWHO:-
 1. 16 GB RAM
 2. 500 GB storage
 3. 4 CORE Processor
 4. 10 GB Band-width
 5. Windows 2008 / 2012 plus management Apps.
 6. SQL Server 2012 / 2014 unlimited database plus management Apps.
 7. 50 Email ID With 2 GB Limit each
 8. 1 email id with 20GB limit
 9. Parallel / Plesk control panel (easy to use & feature-rich)
 10. 5 dedicated IP
 11. Root Access
 12. Support for 24x7
 13. Servers break-down support
 14. Security Threats support
 15. Backup & Restore support
 16. Web Space Issue support
 17. Database break-down support
 18. 24x7 Security Monitoring and DDoS protection.

EXTRA:

1. Virus / Malware protection
2. Scheduled site backup / restore
3. Scheduled database backup / restore
4. SSL certificate

5. Interested bidders must submit their sealed bids envelope. The word Financial Bid should prominently be marked on the top of the each envelope. Quotation in sealed cover superscribed “**Quotation from Cloud Data Centre**” in a envelope should be submitted by Speed Post/Registered Post / in person, addressed to the Chief Executive Officer, CGEWHO, at the address given below duly stamped and signed in each page:

CENTRAL GOVT EMPLOYEES WELFARE HOUSING ORGANISATION
6TH FLOOR, `A` WING, JANPATH BHAVAN, JANPATH
NEW DELHI – 110 001
PHONE : 011-23717249, 23355408, 23739722, FAX: 23717250
Email : cgewho@nic.in Website : www.cgewho.in

- Envelope I –

The schedule of receipt of Quotations is as under :-

Last Date and Time for receipt of Bids/ Quotations : **12.03.2018** (1100 hrs)

Opening of Bids/ Quotations : **12.03.2018** (1130 hrs)

6. Quotations received after the stipulated date & time and incomplete quotations, will be rejected. The Quotations will be opened on the date and time mentioned above, by the Chief Executive Officer at Head office of CGEWHO, for which, no separate notification/ invitation shall be given.
7. Information for e-procurement (for office use only).
- a. Approximate value of works: 10 lacs
 - b. Bids validity: Three months (90 days)
 - c. Period of contract/completion: Three Years
 - d. Cost of tender: NIL

"Annexure-I"

Sno.	Particulars (Note: Attach P&L Statement for turnover worth 100 Crs and copy of Government Work Orders worth 20 Lacs)	Details/ Values
1	Name of city from where operating	
2	Turnover as on 31-03-2015Rs. _____	
	Turnover as on 31-03-2016.....Rs. _____	
	Turnover as on 31-03-2017.....Rs. _____	total turnover
3	Revenues from Govt. Contract as on 31-03-2015Rs. _____	
	Revenues from Govt. Contract as on 31-03-2016Rs. _____	
	Revenues from Govt. Contract as on 31-03-2017Rs. _____	total revenues
4	Number of clients	

Signature
Seal of the firm

PS: CEO, CGEWHO or his authorized person has right to inspect/verify above-mentioned documents or visit site for inspection/verification as the case may be.

PROFORMA OF FINANCIAL BID

Particulars	
1.	16 GB RAM
2.	500 GB storage
3.	4 CORE Processor
4.	10 GB Band-width
5.	Windows 2008 / 2012 plus management Apps.
6.	SQL Server 2012 / 2014 unlimited database plus management Apps.
7.	50 Email ID With 2 GB Limit each
8.	1 email id with 20GB limit
9.	Parallel / Plesk control panel (easy to use & feature-rich)
10.	5 dedicated IP
11.	Root Access
12.	Support for 24x7
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14.	Security Threats support
15.	Backup & Restore support
16.	Web Space Issue support
17.	Database break-down support
18.	18. 24x7 Security Monitoring and DDoS protection.
EXTRA:	
1.	Virus / Malware protection
2.	Scheduled site backup / restore
3.	Scheduled database backup / restore
4.	SSL certificate
Note: Please quote rates for three years contract in the following format:	
	1 st year Charges
	2 nd year Charges
	3 rd year Charges
	Total
	GST/Taxes
	Grand Total

Signature and seal of the
Proprietor of the firm

Encl: Terms & condition(s) duly signed

Date:
Place:

TENDER DOCUMENT CONTAINING DETAILED INFORMATION AND TERMS & CONDITIONS FOR CLOUD/WEB DATA CENTRE

1. The offer of the intending firm must be valid for acceptance for a period of four months.
2. During period of contract the system the tendering firm has to ensure security of the data and for any corruption in data, the tendering firm will be held responsible.
3. The firm has to ensure that the processing and implementation works are carried out without any disruption in the day-to-day working of the organization.
4. The period of the contract shall be for Thirty Six months from the date of award of the contract.
5. That after successful implementation, software should generate zero defect results for thirty six months on 24x7 environment.
6. The firms has to submit qualifying details as per ANNEXURE-I. The firm which do not fulfill the minimum qualify criteria shall be NOT be considered and will be rejected.
7. That the firm has to quote the rate for three years as per Performa given in ANNEXURE-II. Advance payments will be released on yearly basis.
8. The firm should ensure adequate data security and backup without any disruption in the Organisation's working.
9. Offer of the agency is towards all inclusive cost including necessary tax. The GSTIN of the agency may be indicated separately. All the bills raised by the agency must bear the GSTIN of CGEWHO. TDS as applicable shall be deducted from the bills to be raised by the agency.
10. If the agency fails to render any or all the services, for any period during the currency of the contract, the CGEWHO shall be at liberty to get the work done from other agencies and deduct charges incurred on this account from the amount payable to the agency.
11. If the agency fails to provide satisfactory performance, the CGEWHO shall be at liberty to terminate the contract forthwith.

12. The CGEWHO reserves the right to abandon or terminate the contract at any time without assigning any reason and it can stipulate any additional term and condition, if required, at any time during the currency of the contract.
13. The tendering firm will comply with all data security, back up and confidentiality regulations of CGEWHO. Any breach of this condition will render the entire contract as null and void apart from compensation to CGEWHO for damages(if any), apart from fine/penalty/recovery as imposed by the CGEWHO.
14. The organization may conduct a spot enquiry or ask to furnish more detail to verify professional skills, soundness, capability and viability of the firm.
15. The technical & financial bid will be evaluated on the basis of the technical soundness and total bid amount. Financial bid shall contain price bid only and no other document shall be enclosed with financial bid.
16. The CGEWHO reserves the right to accept or reject any Tender / Quotation in full or in part in case of incomplete quotations and also without assigning any reason thereof. In case of any dispute, decision of the CEO, CGEWHO will be final and binding on both the parties.
17. The owner/partner/authorised person or manager of the agency should be available on his own direct telephone (office as well as residence) and also on mobile phone for assistance in relation to contract work under progress.
18. There should be no cutting/overwriting in the Financial Bid/ Quotations.

SIGNATURE OF THE TENDERER _____

NAME IN BLOCK LETTERS _____

FULL ADDRESS WITH TELEPHONE NUMBERS _____

OFFICIAL STAMP _____

E-TENDERING INSTRUCTION TO BIDDERS

1. The scope of work for stores to be tendered are available in the complete bid documents which can be viewed/downloaded free of cost from CGEWHO Portal <http://www.cgewho.in> or e-tendering portal of CGEWHO <http://www.tenderwizard.com/CGEWHO> or on CPPP portal <http://eprocure.gov.in>.
2. All bid documents like Check list, PQ details, Technical bid and commercial bid are to be submitted in the website <http://www.tenderwizard.com/CGEWHO> .
3. No claim shall be entertained on account of disruption of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minutes technical snags.
4. All corrigendum's/Amendments/Correction, if any, will be published in the website <http://www.tenderwizard.com/CGEWHO> .
5. All the documents/papers uploaded/submitted by bidder must be legible.
6. It is mandatory for all the applicants to have Class III Digital Signature Certificate (in the name of person who will sign the bid documents) from any of the licensed certifying agency.
7. To participate in the e-tendering submission, it is mandatory for applicants to get their firm/company registered in e-tendering portal of CGEWHO <http://www.tenderwizard.com/CGEWHO> and to get user ID & password from M/s ITI Ltd., The Annual registration charges for vendors/suppliers are Rs 2300/- (Two thousand two hundred eighty) per annum including taxes as on date.
8. To participate in e-bid, bidders shall be charged e-tendering processing fee @ 0.05% of estimated contract value with minimum cap Rs. 500/- only and maximum cap Rs. 5000/- only excluding taxes by the service provider i.e. M/s ITI Ltd.
9. **“Tender Fee/Fee receipt and EMD”** shall be placed in a single sealed envelope superscribed with tender reference no. and date of opening. EMD received late shall be summarily rejected. Hard copy of any other tender documents shall not be accepted.
10. Tenderers may ask any clarification, if required, before the date stipulated in the details of tender items for the purpose. After that no request will be entertained.
11. Each file uploaded in connection with the tender shall be duly sealed and signed. Failing which the bid shall be rejected.
12. For any assistance regarding e-tendering process, Sh Mayank, representative of M/s ITI Ltd. (e-tendering service providers) may be contacted at Mob No.8800115628.