

KARNATAKA ANTIBIOTICS & PHARMACEUTICALS LIMITED



INFORMATION SERVICES DEPARTMENT

Title: Tender for providing cloud solutions for Website hosting

Tender No. KAPL/ISD/WH/18-19/002

Date: 06/11/2018

Introduction:

Karnataka Antibiotics and Pharmaceuticals Limited (KAPL) is a Pharmaceutical company under the Department of Pharmaceuticals coming under the ministry of Chemicals and Fertilizers.

KAPL's current website was developed in the year 2003. As the Web technology is outdated and to be upgraded to meet GIGW compliance, KAPL has revamped the old website and designed a new Website. The new Website has cleared the Security Audit and ready for hosting.

In this connection, KAPL is looking for hosting space to host its newly designed website from a hosting service providers who are having long & rich experience and having good reputation in this field.

Invitation to bidders

KAPL intend to invite sealed quotations from hosting service providers for an initial period of 3 years (renewable on yearly basis based on the satisfactory performance) as per the specifications/ Terms and Conditions mentioned in this document.

Validity of the proposal

The following will be considered for the validity of the proposals deemed submitted:

1. Proposal shall remain valid for a period of 30 days from the date of opening of proposal.
2. KAPL reserves the right to reject a proposal valid for a shorter period as non responsive.
3. In exceptional circumstances KAPL may solicit the bidder's consent to an extension of the period of validity. The request and response shall be made in writing.

Right to accept or reject any proposal:

KAPL reserves the right to annul the tender document process, or to accept or reject any or all the proposals in whole or apart at any time without assigning any reasons and without incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for such decision. KAPL may for any reason, modify the document from time to time. The amendments to the documents would be clearly spelt out and the bidders may be required to amend their proposal due to such amendments

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Termination: The work order can be terminated by the company, if the services are not up to its satisfaction after giving an opportunity for improvement within a period of 30 days, to the selected agency of being heard and recording of the reasons for repudiation

Liquidated Damages(LDs) :in case of delay in supply of services to be provided within the prescribed period in the work order, liquidated damages will be charged, as per rules of General Financial Rules. LDs will however not exceeding 10% of the total contract value in a year.

Technical Specifications - Oncloud platform:

1. Server Details

Sl.No.	Particulars	Specs
1	Cores	4
2	RAM	8GB
3	Data Transfer	100GB
4	HDD	200GB
5	Operating system	UBUNTU 14.04/16.04

2. Technologies

Language : PHP

Database : MySql

Webservice : Apache

Terms and Conditions

1. The vendor must have minimum FIVE years relevant experience in the field of providing cloud based solutions, website hosting etc. in their infrastructure. The vendor should provide valid documentary proof for the same.
2. The certification of ISO 27001 for the ISMS and data center is desirable.
3. The vendor must provide 99.5% uptime guarantee
4. The vendor should have his data center located in India. The website should be hosted in the Indian data center.
5. The vendor should ensure GIGW compliance by providing the following infrastructure:
 - a. Multi-tier security – state of the art technologies – Firewall, IDS, IPS in place
 - b. Effective & regular backups of the website to ensure high availability in an efficient and secure manner.

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- c. Disaster Recovery center in a geographically distant location and a well crafted DR plan for the website
6. The vendor must provide HELP Desk & Technical Support on 24X7X365 days
7. The vendor must take all possible security measures to prevent defacement/hacking of the website
8. The vendor should handle any eventuality and a contingency plan should be in place
9. Vendor must provide all the technical support to our Web designer during live hosting of the KAPL Website and also provide future support for maintenance of our website.
10. Company has email services from G-Suite in the format username@kaplindia.com. The vendor must do necessary configuration to route the mails (MX Record Pointing)
11. The application must be configured to send emails over SMTP Authentication
12. Vendor must ensure that all downloadable material should be free from virus.
13. Vendor must provide c Panel.
14. The vendor must provide clientele list giving the details Company name, contact person name, phone number, Type of hosting (Website, E-commerce, Banking, Education , etc.)