



Indian Council of World Affairs

Sapru House, Barakhamba Road
New Delhi

ICWA/IT/885/12/2011

Dated 10 September, 2013

Quotations invited for Web Hosting Space for ICWA websites

Indian Council of World Affairs (ICWA) is an Autonomous Body and Institute of National Importance under the Ministry of External Affairs widely known for research and conferences on current and relevant international issues with institutional partners world-wide. ICWA invites sealed quotations from reputed firms/agencies having experience in website maintenance and web hosting and data centre management for Hosting, Space on rent basis for website and provision of routine activities, like Web-mail facility, FTP Accounts, Creation of Sub Domains, Maintaining of Mail Accounts, Hosting of digital data etc.

Scope of work:

Council has its two different portals i.e. www.icwadelhi.info & www.delhidialogue.org, for which it needs hosting services. The services are elaborated as under:

1. Hosting of all two portals on linux server with a combined space of 50 GB and Monthly Bandwidth of 250 GB
2. Facility of email accounts on the server with subdomains and FTP Accounts

3. Technical Requirements:

Hosting Features

- i. 100 Subdomains, 300 Email Accounts and 150 FTP Accounts
- ii. Easy to Use and Flexible Control Panel
- iii. SSAE16 (Formerly Known as SAS70) and US Safe Harbor Certified

CPanel Features

- i. Latest cPanel Control Panel
- ii. Website Statistics: Webstats, AWStats, Webalizer, Raw Log Manager, Referrer and Error Logs
- iii. Password Protected Directories and Custom Error Pages
- iv. Web Based File Manager, Hotlink Protection, IP Deny Manager, Redirect URL

Programming and Database Features

- i. MySQL 5 or Higher Database with phpMyAdmin Access

- ii. Programming Languages: All PHP, CGI, Fast CGI, PHP 5, Ruby on Rails, Perl, Python, SSI
- iii. Programming Modules: Curl, CPAN, GD Library, Image Magick
- iv. System Management: SSH Access and Cron Job Scheduling
- v. FrontPage Extensions

Email Features

- i. Unlimited POP3 Email Accounts with SMTP
- ii. Web Mail Access: Choose from Horde, Squirrel Mail, or Round Cube
- iii. Receive your email to your phone via IMAP Support
- iv. Prevent spam with Spam Assassin
- v. Unlimited Auto responders, Mail, Forwards, Email Aliases, Mailing Lists

Support

- i. 24/7/365 Premium Support via Phone, and Ticket System with Dedicated Relationship Manager
- ii. Automatic Dality Off-Site Data Backups
- iii. 24/7/365 Server Monitoring

Terms & Conditions:

1. The last date & time for submission of quotations shall be 1-10-2013 till 4.00P.M. ICWA may in exceptional circumstances and at its sole discretion may extend the last date & time of submission of quotation by issuing an appropriate notice. Such extension, if any, shall be notified on ICWA website and shall be applicable to all.
2. Firms will have to submit their quotations in two-bid system:
 - (i) Technical Bid
 - (ii) Financial BidFirms may submit two linked and sealed envelopes each with the phrase “**Web Hosting Services for ICWA Websites**” written thereon. The full name, postal address, telephone no. fax no. e-mail address of the firm should be written on the bottom left corner of the sealed envelopes. Such sealed Quotations will be received during working hours at the office of:

Deputy Director(Administration)
Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi-110001
3. Quotations may be submitted by Registered Post/ Courier service or in person, so as to reach ICWA on or before the last date & time set.
4. Technical bids are to be opened and evaluated first. Financial bids will be opened only of bidders shortlisted on basis of technical bids.

5. The contract awarded shall be valid for a period of two years from the date of placement of work order, unless extended by mutual consent, or annulled by ICWA for any reason whatsoever.
6. Bills shall be submitted by the Firm/Agency on per event basis to ICWA. Bills will be paid by A/c payee cheque only.
7. Firm will provide a dedicated relationship manager for ICWA.
8. At least 3 years experience in web hosting services is essential. Certified photocopies of necessary documents in proof, including proof of solvency and Tax Registration details, must be enclosed with technical bids.
9. Income tax clearance certificate for the last two years must be attached.
10. An Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees forty thousand only) through a Demand Draft on any scheduled bank in Delhi drawn in favour of "Indian Council of World Affairs" New Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand.
11. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.
12. It may also be noted that in case of contractor backing out in mid-term without any explicit consent of this Council, the firm/company will be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by this Council on maintenance of machines for the balance period of contract through alternative means.
13. The above act of backing out would automatically debar the firm from any further dealing with this Council and the EMD/performance guarantee amount would also be forfeited.
14. No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactory rendering of service would be made.
