

GURU NANAK DEV UNIVERSITY, AMRITSAR
E-TENDER NOTICE

Online tender is invited for hiring of **Fully managed Dedicated Secure Server** from the eligible suppliers:-

E-tender No	Name of the Work	Earnest Money (EMD)	Processing Fee	Cost of Tender Form
GNDU/Gen/36/2025	Hiring of Fully managed Dedicated Secure Server	Rs. 22000/-	Rs. 1000/-	Rs. 5900/-

Schedule for sale of Tenders:

Availability of Tenders online for Bidding	Last date of Submission for online Bids	Processing Fee/EMD (To be paid online only)	Date of Opening	
			Technical Bid	Financial/Price Bid*
From: 25.10.2025	08.11.2025 Upto 5.00 PM	08.11.2025 Upto 5.00 PM	10.11.2025	To be intimated later on

Terms & Conditions and Technical Specifications for hiring of Fully Managed Dedicated Secure Server for hosting Web Services

1. Tender fee and Earnest money will be accepted online only as per the provision made on the tender website **www.eproc.punjab.gov.in**. Bank guarantee for EMD will not be accepted. Online submission of EMD is mandatory.
2. Tender document is submitted in two parts. Technical Bid (As per form T Sr No. 1 to 6) (Annexure A to D) and Financial Bid online only. (Annexure E)
3. The Tender is liable to be rejected in case appropriate Tender Fee/Earnest Money is not received.
4. The bidder has to quote unit price in the financial bid.
5. Price should be F.O.R. Guru Nanak Dev University. Final F.O.R. price should have bifurcation of base price, GST, Custom Duty, custom clearance etc. and should be filled only in financial bid.
6. The term for hiring of servers shall be initially for 1 year and likely to be extendable for three years subject to the satisfactory performance and technical support as well as recommendations of the technical committee annually on the same rates and terms & conditions.
7. In case the lowest bidder commits mistakes or fails to comply with the terms and conditions, the matter will be considered by committee constituted by the competent authority for appropriate action viz forfeiting of EMD, Blacklisting the firm or any other action deemed fit by the committee and the decision of committee will be binding on the L-1 firm.
8. In case the supply order is not completed within the stipulated period by the bidder or bidder is failed to comply with the terms and conditions, then the matter will be considered to imposing a penalty of 5 % on the total amount of the bill of concerned job.

9. Bidder should attach the Index/checklist in front page for checking of documents mentioned with page numbering.
10. Techno-Commercial bids will be opened by the Committee after the closing date. The Tenderers will be invited for presentation and clarifications if needed. Financial bids of the Tenderers complying with the prescribed Techno-commercial specifications will be opened by the Committee. Tenderers or their authorized agents may be present if they so desire during opening of the Tenders.
11. Documents specified in Technical bid including payment details of EMD and Form fee, PAN No., GST number, **details, technical features**, duly signed copy of technical compliance, copy of supply orders in support of eligibility etc. should be scanned and uploaded compulsory as single PDF file as technical bid (Documents of Technical Bid).
12. Technical specifications compliance certificate must be submitted along with the technical bid.
13. Any other charges (if any) other taxes shall be borne by the supplier.
14. Undertaking on Letter-Head (Must be attached with Technical Bid) to the effect that the firm or bidder is neither black listed nor involved in any such case by any Government Department and also nor any criminal case is registered against the firm/bidder.
15. Documents specified in Technical bid including payment details of EMD and Form fee, should be scanned and uploaded compulsory as PDF file within the period of submission of technical bid alongwith above mentioned documents (Documents of Technical Bid) Form T.
16. Any deviation from Technical Specification is not allowed and leads rejection of bid. Firms should supply same mentioned in Technical specifications is mandatory.
17. Supply should be F.O.R Guru Nanak Dev University Campus , Amritsar.
18. The University reserves the rights to cancel the order if it is found at any later stage that the supply is not being made as per specifications & satisfaction and the payment shall not be made for the servers provided by the firm.
19. The Committee reserves the rights to reject any or all tenders as whole or part without assigning any reason.
20. In case of any dispute arising regarding this, the Vice-Chancellor, Guru Nanak Dev University, Amritsar would act as an Arbitrator and his decision shall be final and binding upon both the parties. Any legal dispute shall be confined to the court of Amritsar Jurisdiction or Punjab & Haryana High Court, Chandigarh only.
21. Firm must submit details of their address, telephone numbers (Landline and mobile), email Id, etc. alongwith document (Technical Bid form T)
22. Any corrigendum related to tender will be uploaded only on University website www.gndu.ac.in and E-tender website www.eproc.punjab.gov.in and no separate information will be published on newspaper. Bidders are required to visit the University website regularly.
23. The EMD will be returned to unsuccessful Bidders only after the tender is finalized. EMD of successful Bidder will be released after the satisfactory report from technical committee.
24. Delivery period will be within 20 days from the date of issue of the supply order. In case the firm fails to supply within specified delivery period, the necessary action for penalty and blacklisting the firm also be taken.

25. Bidders are requested to submit the tenders well in time. The University shall not be responsible for any failure of Network or any other reason for non-submission of tenders.
26. Financial bid should be submitted online only in specified Format. Uploading of Financial bid as scanned copy along with technical bid or any disclosure will leads to rejection of tender.
27. The bids shall be valid for a period of 90 days as indicated in "Notice inviting Tender" after the date of opening of the tender.
28. The firm shall not assign or sublet the work or any part of it to any other person or party.
29. Whichever Firm/Company will be granted supply of servers to the University after finalization of the rates of servers, **shall be paid the amount of servers etc. after deduction of 2% TDS as per rules.**
30. **The bidder will sign the Service Level Agreement (SLA) with the University after getting the supply order.**
31. The Committee reserves the right to cancel any item or whole tender and does not bind itself to accept the lowest or any specific tender. The decision of the Committee in this regard shall be final and binding.
32. No payment shall be made in advance nor shall any loan from any bank or financial institution be recommended on the basis of the order of award of work.
33. The company will renew the university domains (www.gnduadmissions.org and www.gnduhosting.com)
34. The bidder has to ensure that already running domains of the University should be working on the new servers.

GURU NANAK DEV UNIVERSITY, AMRITSAR

(Technical Specifications for Hiring of Fully Managed Dedicated Secure Server)

Sr.no.	Specifications	Estimated Qty
1.	Fully Managed Dedicated Secure Server • 16 Core processor • 256 GB RAM • Storage usable 6 TB SSD with RAID-1(6TB standby space for mirroring) • 1 GBPS Port Speed with Bandwidth 10 TB (Minimum) per month • Windows Server 2022 or above • Web Technologies Software Support with at least 5 IP's • IIS 10.X ASP, ASP.NET, Microsoft*SQL Server 2019(Web edition),MySQL server, PHP • Compatibility with all payment gateways for online Transactions through software applications • Plesk Control Panel and Remote login facility • Fully managed Automatic regular backup facility • Fully managed Services including Setup, Administration, Management and Technical Support(24x7) of the server or platform applications • SSL Support and TLS version 1.2 or higher support at Server level • https:// support must be enabled for domain(s) to be hosted on server • Server Protection: Antivirus, Intrusion Detection System, Firewall, Brute Force, DDOS protection. • Server Patrolling : Mitigation of live threats, vulnerable application attacks, spams • Disaster Recovery • At least 10 domains to be attached with the server	2 nos.

Eligibility Criteria:

1. The bidder/Consortium Partner, as authorized agent, should have implemented or provided similar types of web services in educational Institutes.(attach proof).
2. All the services should be provided by the same service provider.
3. The servers should be as per specifications mentioned in the tender document. Any deviation from the technical specifications is not allowed and shall lead to rejection of the bid.
4. The bidder should have presence of local support at regional level.
5. The Principal / OEM of the bidder should have a 24 x 7 technical assistance center in India and the bidder must have service centers of their own within 200 – 300 Km's radius and qualified & well Experienced staff to handle the services
6. The Principal / OEM of the bidder should also have the valid sales tax registration number
7. The bidder / Hosting Service Provider should have work experience of at least 3 year in the field of web Hosting in last Five years (2020-2021, 2021-2022, 2022-2023, 2023-2024, 2024-2025).

8. Payment Process will be started after the successful installation and start of services.
9. Bidder / Hosting Service Provider must have an annual turnover of atleast Rs.10 Lac any one year for the last three financial years (2022-2023, 2023-2024,2024-2025). Attach certificate of Turnover issued by the Chartered Accountant as proof along with Technical Bid & copies of Income Tax return for three Years.

CHECKLIST

The bidder must ensure enclosures of the following with the tender to avoid disqualification during technical bid.

(A) (FORM – T): Technical Bid

Sr. No.	Particulars	Mark as Annexure No.
	i).Earnest money and (ii) Cost of tender form is to be deposited online: Department name Guru Nanak Dev University, Amritsar GST No. 03AAALG0043R1Z9 (iii). Processing Fee to be Paid online only to ITI Ltd	
1.	Documents specified in Technical bid including payment details of EMD and Form fee, should be scanned and uploaded compulsory as PDF file within the period of submission of technical bid alongwith above mentioned documents (Documents of Technical Bid)	
2.	Firm's details regarding GST, Email id, PAN, Address, Contact no. etc.	Annexure –A
	Undertaking by the Firm regarding providing True Documents and gone through the terms and conditions of the tender document as well as not blacklisted. The bidder should have 24 x 7 technical assistance center in India and must have service centers of their own within 200-300 km's radius and qualified staff to handle the services.	Annexure –B
3.	Annual turnover of atleast Rs.10 Lac any one year for the last three financial years (2022-2023, 2023-2024,2024-2025). Attach certificate of Turnover issued by the Chartered Accountant as proof along with Technical Bid & copies of Income Tax return for three Years. Work experience at least 3 years in the field of web hosting in last Five year (2020-2021, 2021-2022, 2022-2023, 2023-2024, 2024-2025) attach Photocopy, Supply order, bills alongwith experience certificate.	Annexure –C
4.	The bidder will sign the Service Level Agreement (SLA) with the University after getting the supply order.	Annexure –D

(B)

1.	Financial BID Financial bid should be submitted online only in specified format, Uploading of financial bid as scanned copy along with technical bid or any disclosure will leads to rejection of tender.	Annexure –E
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