

EMERGENT REQUEST FOR
EXPRESSION OF INTEREST (EOI)
FOR “Outsourcing the functioning of
the Centre for Computer Research,
Education & Services (CCRES)
including all hardware & Software
support”

INDIA ASSOCIATION FOR THE
CULTIVATION OF SCIENCE
2A & 2B Raja S C Mullick Road
Jadavpur, Kolkata 700032, WB, INDIA.

Request for EOI No.:
IACS/CCRES/MAIL-WEB-
Network/2020-21/2 Dated: 22/06/2020

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EOI Schedule

Purpose of EOI	REQUEST FOR EXPRESSION OF INTEREST (EOI) FOR Emergent Outsourcing the functioning of the Centre for Computer Research, Education and Services (CCRES) including all hardware & Software support.
EOI No. and Date	IACS/CCRES/MAIL-WEB-Network/2020-21/2 Dated: 22/06/2020
Earnest Money Deposit	2 % of the amount will be submitted by the firms who are selected by the Selection Committee to place their RFP.
Last Date for Submission of Queries	26/06/20
Last Date for EOI Submission	30/06/20
Bid Validity	90 days from the last date of submission of the bid
Date of Opening of Responses	30/06/20
Address for Submission	Dispatch Section Indian Association for the Cultivation of Science 2A & 2B Raja S C Mullick Road Kolkata 700032, INDIA.
Contact for any queries	helpdesk@iacs.res.in
Venue of meeting and bid opening	J C Bose meeting room at 17.00 hrs on 30/06/20
Documents	All documentary proofs and supporting as mentioned in Eligibility Criteria and Annexure A.

1. Introduction:

Indian Association for the Cultivation of Science hereinafter referred as **IACS** invites Expression of Interest (EOI) from companies/bidders/vendors for Email Solution and Collaboration Technology, Revamping of IACS Website and Network & Server Support for IACS (Applicants) wishing to be considered for short listing for participating in bidding process of the proposed procurement of standardized Email solution and collaboration tools/services, hereinafter referred to as the Solution.

Please note, this is the first stage of a multi-stage procurement process. The objective of this Request for EOI is to identify and pre-register eligible applicants who are interested in providing the proposed solution and have suitable capacity, capability and experience.

2. Background:

IACS is in the process of procurement of a new Email Solution and Collaboration Technology, Revamping of IACS Website & Network Support for the use of its faculty, staff, student and other related entities. A comprehensive solution should be provided by the interested parties along with having adequate capability, technical know-how and experience of maintenance the functionality for 24*7*365 availability under DC-DR setup along with the other features for end users productivity.

Expression of Interest (EOI) are invited in sealed envelope superscripted as:

Expression of Interest – Email Solution and Collaboration Technology,
Revamping of IACS Website and Network & Server Support for IACS.

- a. From the applicants who meet the eligibility criteria as set out in Annexure-‘A’,
- b. Who have solution strictly in line with the technical parameters as set out in Annexure-‘B’ and
- c. IACS Website Revamping Assignment details mention in Annexure-‘C’
- d. Maintenance of Servers details mention in Annexure - ‘D’
- e. Maintenance of Network details mention in Annexure - ‘E’
- f. Submit the additional details mention in Annexure-‘F’

- g.** Agree to abide by the terms and conditions contained in this Request for EOI document.

Sealed envelope containing complete set of hard copy of EOI and a soft copy thereof (in a CD/DVD/USB drive) should be submitted by Post to or delivered in person at the below mentioned Office:-

Dispatch Section
2A & 2B Raja S C Mullick Road
Kolkata 700032, INDIA.

3. Applicant's Eligibility Criteria:

This process is open to all applicants who fulfill the eligibility criteria as set out in Annexure-'A' of this document. The applicants should furnish information on the lines of Annexure-A in their EOI proposal.

4. Technical Parameters of the solution/s of Work:

The applicant should describe how their solution will fulfill the requirements as desired in Annexure enclosed with this document. The applicants should furnish information on the lines of Annexure-B in their EOI proposal.

5. Process before submission of EOIs:-

- a.** Raising of queries/clarifications on Request for EOI document:
The applicants requiring any clarification on this document should submit their written queries on or before 26/06/2020 to: helpdesk@iacs.res.in copy to tpssg@iacs.res.in
- b.** Modification in Request for EOI document: At any time prior to the deadline for submission of EOIs, IACS may modify/cancel/alter any part of these documents/contents. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded on IACS's website <http://www.iacs.res.in>. All such change(s) will automatically become part of this Request for EOI and binding on all applicants. Interested applicants are advised to regularly refer IACS's URLs referred above.
- c.** Extension of date of submission of EOIs: Request for extension of date for submission of EOIs will not be entertained. However, IACS at its discretion may extend the deadline in order to allow prospective applicants with a reasonable time to take the amendment/changes, if any into account.

- d. Briefing session: IACS may, at its sole discretion, organize a briefing session to respond to the queries received by the scheduled date and time from the applicants. The exact date, time and location of such session will be communicated through IACS website(s) / email. Applicants may also seek clarifications at the briefing session. All clarifications will be e-mailed to the applicants who raise queries and participate in briefing session.

6. Format and Signing of EOI:

- i. The applicant should prepare EOI strictly as desired in this Request for EOI document.
- a. EOI should be typed and submitted on A4 size paper, spirally and securely bound and with all pages therein in serial order with a proper index.
- b. All pages of the EOI should be signed by only the authorized person(s) of the company/firm. Any interlineations, erases or overwriting shall be valid only if the person(s) signing the EOI authenticates them. The EOI should bear the rubber/proper stamp of the applicant on each page except for the un-amendable printed literature.
- c. Contact detail of the authorized signatory and an authorized contact person on behalf of the applicant is to be provided as under:-

Particulars	Authorized signatory for signing the EOI	Authorized contact Person.
Name		
Designation		
Email id		
Landline		
Mobile No.		

Fax No.		
Complete Address		
Registered company address		

- ii. The applicants should demonstrate in EOIs that they meet all parameters given in Annexure-‘A’ to Annexure ‘E’ of Request for EOI.
- iii. In case any discrepancy is observed between hard and soft copy, the hard copy will be considered as the base document.

7. Process after submission of EOIs:

- i. All EOIs received by the designated date and time will be examined by a committee designated by IACS authority to determine if they meet criteria/terms and conditions mentioned in this document including its subsequent amendment(s), if any and whether EOIs are complete in all respects.
- ii. On scrutiny, the EOIs found NOT in desired format/illegible/incomplete/not containing clear information, in view of IACS, to permit thorough analysis or failing to fulfill the relevant EOI will be rejected for further evaluation process.
- iii. IACS reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of IACS.
- iv. If deemed necessary, IACS may seek clarifications on any aspect of EOI from the applicant. If a written response is requested, it must be provided within 7 calendar days beyond the response received, if any will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their EOI document already submitted. IACS may also make enquiries to establish the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- v. After examining the EOI, some or all of the applicants may be asked to make presentation of the solution and demonstrate proof of concept.

- vi. IACS may shortlist the applicants who fulfill the eligibility criteria, have solution as per the requirement of IACS and are agreeing to abide by the terms and conditions of IACS. IACS's judgment in this regard will be final.
- vii. IACS may issue a Request for Proposal (RFP) to shortlisted applicants for inviting technical and indicative commercial bids for next process of procurement. However, please note that short listing of applicants should not be treated as a contract for the proposed work.
- viii. Applicants will be advised about short listing of their EOIs or otherwise. However, applicants will not be provided with information about comparative position of their EOIs with that of others.
- ix. Nothing contained in this EOI shall impair IACS's Right to issue 'Open Tender' on the proposed solution.

8. Terms & Conditions:

- i. Submission of an EOI is evidence of an applicant's consent to comply with the terms and condition of Request for EOI process and subsequent bidding process. If an applicant fails to comply with any of the terms, its EOI submitted by applicant may be summarily rejected.
- ii. Willful misrepresentation of any fact in the EOI will lead to the disqualification of the applicant without prejudice to other actions that IACS may take. The EOI and the accompanying documents will become property of IACS. The applicants shall be deemed to license, and grant all rights to IACS, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other applicants and to disclose and/ or use the contents of submission as the basis for EOI process.
- iii. IACS reserves the right to accept or reject any or all EOIs received without assigning any reason therefore whatsoever and IACS's decision in this regard will be final. No contractual obligation whatsoever shall arise from the EOI process.
- iv. Any effort on the part of applicant to influence evaluation process may result in rejection of the EOI.
- v. IACS is not responsible for non-receipt of EOIs within the specified date and time due to any reason including postal delays or holidays in between etc.

- vi. IACS reserves the right to verify the validity of information provided in the EOIs and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate information / contents at any time during the process of EOI or even after award of contract.
- vii. Applicants shall be deemed to have:
 - a. Examined the Request for EOI document and its subsequent changes, if any for the purpose of responding to it.
 - b. Examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.
 - c. Satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the EOI, the applicant shall notify IACS in writing on or before the end date/time.
- viii. The companies/bidders/vendors shall bear all costs associated with submission of EOI, presentation/demo desired by IACS. IACS will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- ix. Applicants must advise IACS immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advices. For successful applicants, this requirement applies until a contract is awarded as a result of subsequent bidding process.
- x. Shortlisted applicants must not advertise or publish the same in any form without the prior written consent of IACS
- xi. Brief overview of the proposed procurement/scope of work given in this document may be further elaborated, viz., more details/features / functionalities may be included in the Request for Proposal (RFP) document to be issued as a result of evaluation process of EOIs
- xii. IACS shall have the right to cancel the EOI process itself at any time without assigning any reason, without thereby incurring any liabilities to the affected Applicants. Reasons for cancellation, as determined by IACS in its sole discretion include but are not limited to, the following:
 - a. Services contemplated are no longer required.
 - b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
 - c. The project is not in the best interest of IACS.

d. Any other reason.

- xiii. The bidders must submit documentary evidence in support of their claim of having adequate capability, technical know-how and experience of design & development of Email solution, website and network.
- xiv. Sub-contract is not allowed
- xv. Warranty will start from the completion of Email & website solution.

9. Agreement:

- A. The agency needs to sign a non-disclosure agreement with IACS as per security norms of IACS.
- B. Service Level Agreement

The agency is supposed to enter into a Service Level Agreement (SLA) with the Institute for support and maintenance. The SLA will define the response time for any issues which may come up. Where there is no dependence on external vendors/OEMs, a mean resolution time will also be defined. All issues will be raised and tracked through a ticketing tool. Tickets will be opened by a designated set of members of the Institute and will need to be attended within the framework of the response time.

10. Disclaimer:

IACS is not committed either contractually or in any other way to the applicants whose applications are accepted. The issue of this Request for EOI does not commit or otherwise oblige IACS to proceed with any part or steps of the process.

Subject to any law to the contrary, and to the maximum extent permitted by law, IACS and its directors/officers/employees/contractors/agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Request for EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of IACS or any of its officers, employees, contractors, agents or advisors.

Please Note: Since this is not a Request for Proposal (RFP), commercials are not required to be submitted at this stage.

Annexure - ‘ A’

The applicants may please note that the eligibility criteria given below are indicative only. These criterions may be suitably broaden/modified as per specific need of the project.

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Supporting documents to be Submitted
1	The vendor must be a firm/ company / organization registered under Companies Act/ Partnership Act/LLP Act etc.		Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office
2	The solution should have been implemented Email solution in at least 10 large scale organizations (Governments / Regulatory Agencies/ PSU/University/Autonomous Institute/Private Organizations where number of email boxes/users are more than 200).		Reference with following details for each reference to be provided: 1. Name of the Organization with address 2. Name of the Official 3. Contact number of Official 4. Technology used
3	A Web based Application or Website solution should have been implemented in at least 2 large scale organizations (Governments / Regulatory Agencies/ PSU/University/Autonomous Institute/ Private Organizations.		Reference with following details for each reference to be provided: 1. Name of the Organization with address 2. Name of the Official 3. Contact number of Official 4. Technology used

4	Round the clock Network Support provided at least 1 organization (Governments / Regulatory Agencies/ PSU/University/Autonomous Institute/ Private Organizations where users are more than 200.		Reference with following details for each reference to be provided: 1. Name of the Organization with address 2. Name of the Official 3. Contact number of Official 4. No of Manpower deployed
5	The company/firm should be profit making Organization for last 3 years.		Audited Balance Sheet for the last 3 years (as per section - 71.1) should be Enclosed.
6	The company/firm should not have been declared ineligible for corrupt / blacklisted and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies/ PSU/ Private Company.		Declaration to be provided by Authorized Signatory on the company letter head
7	The company/firm Must have their office with support services available in Kolkata.		The Bidder should have manpower on their payroll with certification i) at least 1-2 certified linux (RHCE/ RHCA/ RHCVA) and 1-2 certified windows (Microsoft 365 Certified) professional ii) at least 1-2 certified PHP/SQL/JAVA professional in Kolkata with Documentary proof

Annexure - ‘ B’

The proposed mail solution should have:

1. An N-tier architecture comprising of Web, Application, Middleware and Database layer/Database components.
2. A Production and Disaster recovery site (replica of production) [Active-Passive deployment] and a near DR site so as to maintain minimal disruption of services with real time replication between the sites.
3. A Backup and restoration of mails/mail archives with ability to store at least 5 years of mails.
4. Capability to send Bulk mails/promotional mails from specific mail ID to all IACS users.
5. Capability to send Bulk mails/promotional mails to various group like faculty, student, staff etc.
6. Should have options for administrator to create group account for specific group of people and options for addition and deletion user member as per the requirement.
7. Should have options for administrator to activate, deactivate the user.
8. Capability to support minimum 1,500 users with provisioning of up to 10,000 users.
9. Capability to integrate with existing Email security Gateway of IACS.
10. Capability to migrate the existing the data (Mails/users) from the existing mailing solution (postfix).
11. Should support Virtualization to reduce the cost of hardware & Management.
12. Support for multiple sub domain on single application.
13. Capability to Create Mailing Lists, access Control Level etc. and also ability to control Attachment size, type and extension etc.
14. The proposed mail solution should provide Front-end user management to Administrators with full administration controls for audit purpose.
15. Capability to send Automatic Newsletter to internal staff/student.
16. Capability for Mail Queue management/Priority Management and should handle SMTP Secured connection.
17. Capability to provide access through web url as well as mobile apps for android, windows & mac.
18. Capability to provide access from Mobile devices and Mobile Apps with real time syncing of mails between all the access points and should support third party email clients like ms-outlook, thunderbird etc..
19. Functionality for automatic password reset/Password Management.
20. A responsive web application to access mails over internet and a mail client out of the Box.
21. Capability to control user/Disk quota by administrators.
22. Capability to provide Alerts and monitoring interface and solution support Remote Administration for administrators.
23. The proposed mail solution should have Content Filtering, support by

- an Antivirus/Anti-spam/Antimalware/Anti Ransomware solution.
24. The proposed mail solution should have mail filtering, block IP or mail ID, mark spam (IP & mail ID) for entire domain for administrators.
 25. The proposed mail solution should have detailed log of users (ISP, username, login IP, time of login and logout, browser and location) for audit purpose.
 26. Support of delivering mail to the specific user created folder in mail box via user interface using filter via filter management.
 27. Data Loss Prevention (DLP) capabilities: Keeps organization safe from users mistakenly sending sensitive information to unauthorized people. Three categories of actions
 - Block sensitive content mail from being sent based on policies
 - Rights-protect sensitive mails at server before sending to recipients based on admin policies
 - Provide Policy Tips to users to inform policy violations before sensitive data is sent.
 28. Capability to integrate with the authentication servers (LDAP/ADFS etc.) and Integration with applications using API. SSO with windows desktop credentials should be enabled.
 29. Capability to send and receive authenticated and encrypted emails and archived mail backup and restore at user level.
 30. The proposed Mail Messaging OEM application should be an enterprise class, commercially available solution and should have a version history and published future roadmap for next 5 years.
 31. Support to mark/filter Spam/Junk mail management at user level.
 32. Capability at the end-user to remotely wipe data from mobile devices without Administrator intervention.
 33. Ability to open documents/spreadsheets/presentations on mobile devices (iOS, Android and Windows) to open/edit attachments in email.
 34. Rich features e.g. mail search, calendar and Task Management along with desktop sharing capabilities from all types of clients-thick/fat, thin browser clients.
 35. Large 50GB mailboxes and unlimited archival mailboxes for user/s.
 36. Ability for users to protect mail and document attachments to limit forward/print/copy.
 37. Ability to see user presence and initiate Instant Messaging/Audio/Video/Mail from within the mail client.
 38. Ability to log/archive a variety of content for compliance purposes. This content includes IM transcripts/chats, content added/shared/deleted, slide flips, original content files, attachments.
 39. Automatically move non-important mails to separate folders to help reduce clutter in the mailbox.
 40. Creation on policies to automatically deliver email from primary mailbox to archive mailbox after certain number of days.
 41. Should support conditional mail routing for email users on different email domains.
 42. Ability to paste objects, files and URLs into IM message before

- sending mail/s.
43. Ability to search and retrieve content from archive based on date, sender/recipient, or content.
 44. Ability to share files or other content from collaborative workspaces.
 45. The solution should conform to all the industry level certifications.
 46. SLA Monitoring (measurable terms/parameters).
 47. Conform to IACS's IT policy guidelines.
 48. Inbuilt DLP/ Spam/Malware control/Anti ransomware & Zero Day Threat protection.
 49. The proposed mail solution can be hosted as, on premises (With Hardware and Software), A Private Cloud or a Public Cloud.
 50. The entire solution to ensure that in any case of audits (Internal / CERTin /cyber cell of police), it should be able to provide all necessary proofs with documentary evidence.
 51. The mailing solution shall have the capability to download the mail in the container of Mobile.
 52. Capability to integrate any third party DLP and other third party application of institute to send and receive the mail based on various rules setup by user and/or mail administrator.
 53. Capability of enhancing/integrating the services / functionality of mail with other internal system like oracle/ dspace/ biometric/ booking / UMS software.
 54. Mailing solution should have all industry standard security features
 55. Mailing solution should have audit logs covering user log, transaction logs, system log etc.
 56. The companies should provide proposal for:
 - a.** License Model
 - b.** Hosted service model
 - i. On Public Cloud
 - ii. Private Cloud
 - iii. Hybrid
 - c.** On premises (With Hardware and Software)
- Based out in India

IACS Website Revamping Assignment would comprise as follows:-

Scope of Work

- x. Linux based database driven approach
- xi. Preparation of the website as per GOI Guidelines for website.
- xii. The entire website should be dynamic in nature with a CMS (Content Management System).
- xiii. Should have mobile compatibility
- xiv. Should be a secure website
- xv. Website layout that automatically adjusts the page size to monitor
- xvi. There will be one main IACS website template and different template for other links appear on the main page
- xvii. Main content & all other sub content should be originated from different database.
- xviii. Departmental page will highlight departmental activity (dynamic)
- xix. Search engine optimized web design.
- xx. Implement current technologies available, including PHP, Java, MySQL/PGSql, XHTML, CSS and XML, to develop powerful and efficient website. All the software tools to be used to create all the component of the WebPages must be of open-sourced.
- xxi. Graphic resizing as needed to help make the site more viewer-friendly.
- xxii. The design, development, database design should make the portal with corporate look, user friendly, easy to access or navigate, and should attract the visitors.
- xxiii. There should be an online registration facility for all applicants.
- xxiv. Administrator should be able to gain control over the front end content, edit, add or delete contents of the front end through Administrator Control Panel (ACP). There should be a user management part with different levels of access.
- xxv. Browser independent development or Cross Browser compatibility.

- xxvi. Open in http & https (SSL certificate) mode.
- xxvii. Proper training to administrator about website functionality, adding contents, add/edit/modify menu, database management to run the website alone after 6 months from launching the website.
- xxviii. Proper training to user level to upload contents & video etc.
- xxix. Vendors must install all necessary software including OS to run website in the server supplied by IACS.
- xxx. Bidder will have to submit three design options to finalize the site color schemes, layout, images, promotional areas etc. by IACS.

PROPOSED FUNCTIONALITY:

- xvi. Online job/recruitment application system:
 - a. After submitting application form, generate a pdf and send email to advertiser attaching the pdf.
 - b. Admin can set specific mail ID of owner per advertisement
 - c. Users can update their profile (With ID & password)
- xvii. Department admin can update the departmental page.
- xviii. Online form for Grievance, Hall booking, Guest House.
- xix. Admin Interface for
 - a. Add IACS Colloquium
 - b. Add open thesis colloquium
 - c. Add Departmental Seminar
 - d. Add Conference
 - e. Add Endowment lecture
 - f. Add News (important research, individual and institutional achievements)
- xx. On expiry of the last date all information should be moved to archives section.
- xxi. Admin section must be protected by username and password and using encryption.

- xxii. At database level password should be stored in encrypted format.
- xxiii. No username/password should be viewed or recovered. Only reset password options should be available through browser and email.
- xxiv. Main Navigation Panel: Administrator can add/edit/delete menu, which will change on navigation bar.
- xxv. News and Event update: Latest news and events will appear on home page with 'read more' link, after clicking on this, details will appear.
- xxvi. Integrated Search functionality: An effective search system integration where user can search any content by entering text in the Search Box
- xxvii. Site Map: From this section a user will be able to see the tree structure of all pages/sections and subsection of that site. He/she will be able to navigate from here also.
- xxviii. Archive: An archive for all the uploaded News/Events/Conferences/Photos/Videos.
- xxix. Visitor Counter: Actual visitors visiting this site will be tracked.
- xxx. Video File: Administrator can upload video file or add a video link, it will show on front-end through youtube/jwplayer (This should be enabled for individual departments too through the departmental administrator).
- xxxi. Photo Gallery: Administrator controlled dynamic gallery containing relevant photos.
- xxxii. Contact Us: A contact us form with google map integration.
- xxxiii. Event Calendar.
- xxxiv. Tenders: The tender would be listed category wise and date of expiry wise. If a corrigendum is issued for the tender then it should be listed below that tender. On expiry of the last date of submission the tender should be moved to archives section of Tender. Also cancelled tenders should be listed under cancelled tenders section under Tenders.
- xxxv. Secure password protected content to be made available to specific users.
- xxxvi. 100 online administrative forms for internal use (over intranet). After submitting the form, a pdf will generate for printing/Save.
- xxxvii. Social networking site attached button.

xxxviii. Any other as per user requirement: The total implementation will have to be in phases, through continuous consultation with CRR representatives.

Deliverables:

Bidder has to handover the Source Code, Patches & Releases (If any), all content used in the designing of the Website, along with User Manual, Installation Guide and any other if required for creation of development environment and hosting, launching of the site for the purpose of copyright and intellectual properties.

Copyright and Trademarks:

On the bottom of every page, there should be a link navigating to an information page regarding copyright of IACS. Name of the developer must not appear anywhere in the website.

Annexure - 'D'

The Centralized Computer Infrastructure consists of 19 servers which include the mail server, web server, proxy server, FTP server, DNS server, SMTP server, Mailstore server, Digital repository server and gateway server. The basic operating system on all the centralized servers is Linux.

The following activities will be primary scope for the agency:

1. Maintaining the mail server, including all components of the mail service like postfix, Horde, dovecot, amavis, spamassassin and clamav. Ensuring that mail flow is not hampered due to any issues pertaining to the mail server.
2. Maintenance of the web server including the Operating System, Apache, etc (whatever software is used for the web server). Regular updating of IACS Website with data provided by the Institute. Ensuring that the website is not hampered due to issues in the web server.
3. Maintenance of Proxy servers, DNS servers, FTP server, Gateway server, Digital Repository server etc.
4. Maintenance of Eduroam service
5. Maintenance of the disaster recovery site in IACS.
6. HPC related services.

Annexure - ' E'

The network of IACS consists of 38 Nos. managed Layer 2 switches, 2 number of Firewalls (CISCO-5545x & 5516x), 3 number of Routers (2 No. CISCO ASR 1002 & 3925), 3 number of core switches (CISCO 4507+E & 2 Nos. 4503), 1 number of CISCO NAC-SNS-3515-K9, 1 No. of WLC-4404 and 1 no of WLC-AIRCT5520-K9. The following activities will be primary scope for the agency:

1. All activities including maintenance and configurations of all managed network devices, addition, modification and deletion of VLAN's based on the inputs from the Institute, fine-tuning the bandwidth usage, liaisoning with the hardware OEM for hardware issues.
2. Maintenance of the firewall configuration, add/modify/delete firewall rules, fine-tuning the internet bandwidth, liaisoning with the firewall support team and ISP if any.
3. Maintenance and modification of WiFi system for different SSIDs with multiple authentication mechanism as per the requirement of the institute.
3. Maintenance of LAN including diagnosis and rectification of faults.
4. Remote connectivity through VPN.

Online teaching

Providing arrangement of online teaching at B Sc, M Sc level, facilitate sharing the knowledge between sister universities,/institutions for advancement of research work.

Digitization of IACS official documents

Digitization of all IACS official documents in A4 size and in miscellaneous sizes and implementation of document management system (DMS) including searching where already digitized pages to be stored in the digitization server.

Annexure - 'H'

Vendor Details

1. Company/Vendor Name:
2. Registered Address:
3. Kolkata Office (If not same as No. 2):
4. PAN No:
5. GST No:
6. Bank Name:
7. Bank Address:
8. Bank Account No.
9. Bank IFSC/MICR No.

*****END OF DOCUMENT*****

Acting Registrar