



E-TENDER NOTICE

Tata Institute Of Social Science ,
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Telephone :91-22-25525000
E-Mail :infomumbai@tiss.edu , Website : www.tiss.edu .

(Only Through Online e-Procurement Mode)

TISS E-Procurement Website : <https://www.tenderwizard.com/TISS>

E-Tender Ref No.: TISSiCALLSERVERLMS2020

Date:13/02/2020

E-Tender Name of Work: **e-Request for Proposal Server Space Host for LMS for the Samvaad e-Learning program for Madhya Pradesh.**

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Procurement Details

TISS invites **Online** bids under single stage, **two bid /envelope systems** from eligible bidders for the following procurement or services:

PROCUREMENT / SERVICES for hosting server space for a period of 6 months under the Samvaad Project

Details of tender(s) i.e. Estimated Cost, Tender Fees, Time limit etc. is available on TISS e-Procurement Website at <https://www.tenderwizard.com/TISS> & [https:// www.tiss.edu/careers-tenders/](https://www.tiss.edu/careers-tenders/)

E-NIT Cum Tender Document for the following Services:

e-Tender No.:	TISSiCALLSERVERLMS2020
ESTIMATED COST :	Rs. 1,00,000.00 (Rs. One Lakh Only)
Tender Cost Fees , EMD & E-Tender Processing Fees.	Rs. 0.00 (Tender Fees) & Rs. 2500/- (EMD – 2.5% of Estimated Tender Cost). The e-Payment Gateway are available on TISS e-Procurement Portal for making the Tender Form /Cost Fees & EMD payment. through online payment method by the payment gateway in e-Tender portal i.e. https://www.tenderwizard.com/TISS . E-Tender Processing Fees are applicable (Non-Refundable)
Type of e-Tender	Two Bid System

TENDER SCHEDULE

SL	Events to be decided:	Date (suggested):
1	Date of Tender Notification/Corrigendum	6 th March, 2020
2	Pre-bid Query Last Date Contact: Mobile Nos: 9867670111 / 9967771963 Landline No: 022 2552 5599	19 th March 2020 16:00 hrs p.m.
3	Last date of submission of the e-tender	19 th March , 2020 16:30 hrs p.m.
4	Date of Opening the bids	20 th March, 2020 at 11.30 a.m

INSTRUCTIONS TO THE BIDDERS:

1. Bid to be submitted online within the due date.
2. Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
3. All prospective bidders are requested to visit our TISS E-PROCUREMENT WEBSITE regularly for any such updates / corrigendum.
4. Please see attached e-Tender Documents ...

Please note that the Institute will place the order to the supplier/vendor/agency, who stands the lowest considering overall cost of the items (Total Cost of the Tender based on the listed items).

For further details please visit <www.tiss.edu> or <<https://www.tenderwizard.com/TISS>>. Tender documents can be downloaded from the Website of www.tiss.edu or <https://www.tenderwizard.com/TISS>.

Standard e-Tender Terms & Conditions For TISS e-Procurement . **TISS e-Procurement Website are : <https://www.tenderwizard.com/TISS>**

1. The details of tender notification can be downloaded from www.tenderwizard.com/TISS under "Tender of TISS" link in the homepage.
 2. Vendors should obtain the USER ID and PASSWORD from www.tenderwizard.com/TISS by clicking on "Enrolment" link in the homepage.
 3. The Vendor registration fees has to be paid to ITI Ltd for Rs. 2360/-. Using the e-Payment link provided at the time of registration, and the mode of payments are Credit Card, Debit Card and Internet Banking. Vendor Registration is Valid for 1year.
 4. For further details on e-Tender participation, please contact ITI Help desk on :
 - Telephone: 080-49352000 (Bangalore) & Sanjay KC – Mumbai & Maharashtra (09665721619) Email : sanjay.kc@etenderwizard.com
 - Email: harishkumar.kb@etenderwizard.com, ambasa@etenderwizard.com.
 5. Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
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INFORMATION & INSTRUCTIONS TO THE BIDDERS **FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS).**

Special Conditions & instructions for using online Electronic Tendering System through portal (website) <http://www.tenderwizard.com/TISS> adopted by Tata Institute Of Social Sciences , Mumbai .Vendor Registration Fees Rs.2,000/-+ 18%(GST) through e-Payment Gateway on TISS e-Procurement Portal i.e., <https://www.tenderwizard.com/TISS>
Note : The e-Payment Gateway are available on e-Procurement Portal for making the Online Vendor Registration Payment.

Bidders are required to Enrol for Vendor Registration on the TISS e-Procurement Tender wizard Portal

(URL: <https://www.tenderwizard.com/TISS>) by clicking on the link “ **Enrolment** ” on the home page of e- Portal which is chargeable. (Rs.2000/- + GST(18%)(Non-Refundable) to be paid online by e-payment gateway).

The bidders are required to submit soft copies of their bids electronically on the TISS Tender Wizard e-Procurement Portal, using valid Class III Digital Signature Certificates. The step by step instructions about e-Tender Process are given in “Vendor Help Manual “ .

Class III Digital Signature Certificate are mandatory for e-Tender /e-Procurement .

Note : Information about e-Procurement Portal.

More information useful for submitting online bids on the NIA e-Procurement Tenderwizard Portal may be obtained at: <https://www.tenderwizard.com/TISS> . **N.B:** Bidders can download the Vendor’s manual by visiting on home page of TISS e-Procurement Website : <https://www.tenderwizard.com/TISS> . KEY INSTRUCTIONS for BIDDERS by clicking on **“Latest Circulars/Formats/Help Manuals/Faq”. The complete Step by Step “Vendors Help Manual For e-Procurement / e-Tendering Process , Vendors Registration Process , System Settings Requirements & JAVA Settings Manuals , e-Payment Guidelines” & “Digital Signature Certificate Process”** this details are available on TISS e-Procurement Website for e-Tenders.

Note: Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Department Officials . Online support through “Team viewer” , “Ammy Admin “ Or “Any Desk” Remote software only. For Downloading this software , the downloading software links are available on home page of TISS e-Procurement Website.

ACTING REGISTRAR

Place: Mumbai

Date:

Introduction:

About TISS:

The Tata Institute of Social Sciences (TISS) was established in 1936 and is a deemed university fully funded by the University Grants Commission, Government of India. TISS offers over 50 Master's Degree programmes from its Mumbai, Tuljapur, Guwahati and Hyderabad Campuses. TISS offers a very challenging but fulfilling academic environment and opportunity to scholars committed to creating a just society through education, generation of knowledge and field action, and invites interested scholars in Social Sciences and allied disciplines located within and outside India to apply for faculty positions in its schools and centres.

About iCALL:

iCALL is a field action project of the School of Human Ecology at the Tata Institute of Social Sciences Mumbai, and is a national level technology assisted helpline service. iCALL provides counselling, support, information and referral to individuals in emotional and psychological distress, over the telephone, email and chat. The service currently runs six days a week, from Monday to Saturday, from 8 AM to 10 PM. Apart from service provision, iCALL engages in various research, capacity building and outreach efforts independently and in partnership with State Governments and NGOs across the country.

Project background

Under the 8th Country Programme Action Plan, the UNFPA has been working in mutual cooperation with the Government of India and State Governments for the period 2013-2017 to achieve the following four outcomes of the UNFPA strategic plan:

- Young people's sexual and reproductive health and sexuality education
- Family planning
- Gender equality and reproductive rights
- Population dynamics

In order to achieve these outcomes, UNFPA has been providing technical assistance to the Ministry of Health and Family Welfare to help implement various programmes under the National Health Mission. Two of these programmes include the Swasthya Samvaad Kendra (SSK) & the Rashtriya Kishor Swasthya Karyakram. The Swasthya Samvad Kendra (SSK) been initiated in Madhya Pradesh in August 2016 by NHM, with the support of the UNFPA. SSK have been established in all 51 districts of Madhya Pradesh, to deliver integrated counselling services. Along with that, in India in January, 2014 by NHM with support from the UNFPA initiated the Rashtriya Kishor Swasthya Karyakram (RKSK). The counselling centers under this programme are called Adolescent Friendly Health Clinics (AFHCs). RKSK centers have been established in 11 districts of Madhya Pradesh.

In November 2016, iCALL Psychosocial Helpline, entered into a three-year partnership with UNFPA- Madhya Pradesh to strengthen capacities of counsellors deputed in the integrated counselling centers across 51 districts and Rashtriya Kishor Swasthya Karyakram counsellors across 11 districts of Madhya Pradesh.

Broad objectives of NHM, UNFPA, and iCALL partnership are as follows:

- Assessment of the functioning of the Adolescent Friendly Health Clinics (AFHCs) and Swasthya Samvad Kendras (SSKs) as well as the capacities and skills of the existing counsellors posted at both the AFHCs and SSKs.
- Identification of the training gaps and development of an innovative learning platform and material to build the capacities of the counsellors
- Provision of regular support and handholding to the counsellors
- Assessment of the impact of the capacity building efforts and handholding strategies on the functioning of the SSK & RSKK clinic's services

Samvaad eLearning Platform

The Samvaad eLearning Platform created in partnership with UNFPA and the state of Madhya Pradesh, is a state of the art online academic portal wherein RSKK and SSK Counsellors are provided with monthly learning modules on various focus areas such as Counselling, RTI/STI, Adolescent Health, maternal health, HIV/AIDS counselling, nutrition, Gender Based Violence, Sexual and Reproductive Health, Substance Use, Outreach, and others with a total of 22 Modules available to cover a wide gamut of topics. These modules are provided to the counsellors on a monthly basis. The new platform is currently being supported by Stratbeans. We would like to offload 250 users on the platform to the server and are looking for server hosts for the same.

Objective

The purpose of this Request for Proposal (RFP) is to appoint an organisation to host a secure branded server space for 250 learners of the Samvaad e-learning platform (LMS) for a period of 6 months on a branded server on behalf of iCALL, Tata Institute for Social Sciences.

The bidding agency should be able to offer the following:

. Web Server (Mumbai Location)

- 2 cores/8GB RAM/160GB SSD
- 3.5 TB monthly Bandwidth
- centos 7 OS with open source control panel (we do not support Ubuntu OS)
- Software listed will be installed as per requirements.

● Database Server (Mumbai Location)

- 2 cores/8GB RAM/160GB SSD
- 3.5 TB monthly Bandwidth
- centos 7 OS with open source control panel (we do not support Ubuntu OS)
- MySQL 5.6

● Email Service (for sending mailers)

● Daily and Weekly Backup of web and DB server

● Maintenance and management by the host organisation.

**Amazon Web Services (AWS) is preferred web and DB server.*

Proposal Format

The goal of this Request for Proposal (RFP) is to determine if bidding agencies meet the functional and technical needs of TISS, iCALL. Please feel free to submit any additional information you deem appropriate for this project.

Any CD/flash drive and/or user documentation submitted with your proposal will be returned upon written request.

The proposal is required to be in two primary sections, namely the Technical Proposal and the Financial Proposal. Rules and requirements of each section are described below:

Technical Proposal: (Technical Documents scan copies should be uploaded online also)

Interested agencies will submit a technical proposal including the following:

Institution Overview

- Provide a brief institution history, years in service, number of employees and office locations.
- List similar projects undertaken and services provided through them.
- List any awards or industry recognitions if any.
- Competitive advantage of the organization to deliver on this project
- Personnel and their credentials who will be allocated for this project

Please provide three references of organizations that have utilized your custom services. Include the contact name, title, company name, address, phone number and email address for each reference.

Financial Proposal

Interested agencies will also be required to submit a financial proposal that provides a break-down of project costs aligned with the proposed learning and technical solution. Such costs may be presented in the following format:

Note : Below Financial Proposal are available on e-Tender Site in EXCEL Format (.xls) , vendors need to download and fill the same and same should be uploaded online) > This is for reference purpose only.



TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai 400 088
(A Deemed University under Section 3 of the UGC Act, 1956)



E-Tender Of Request for Proposal Server Space Host for LMS for the Samvaad e-Learning program for Madhya Pradesh.

e-Tender No :-TISSiCALLSERVERLMS2020

FINANCIAL BIDS PROPOSAL FORM

Name Of The Bidder (Mandatory):

Sr. No.	Description of Service (along with assumptions)	Indicative price (Indian Rupees)
1	Indicative price (Indian Rupees)	
2	Description of Service (along with assumptions)	
	TOTAL	0.00

Note:

Instructions To Bidders : The above BOQ sheet allow only enter the "Rate In Figures" in above "Coloured Blue Cells" only .The bidders can quote and allow only in above "Blue Cells" . The Bidders should have to mentioned the Name Of The Bidder in above Blue Cell only.

"This Is Electronic Spred Sheet Signature Is Not Required "

SL.	Description of Service (along with assumptions)	Indicative price (Indian Rupees)
1.		

Note: Please note that no indirect costs should be included in the proposal

Selection Criteria

The scoring guide for technical assessment is provided below:

Sr. No.	Criteria	Points
1	Prior experience and work samples, including client references	40
2	Quality of the proposal, plan for research and method of implementation	30
3	Competencies of Human Resources assigned to the project	30
	Total	100

Bidding Process and Selection of Agency

The following steps will be undertaken in conducting the bidding process and selection of an appropriate Agency:

- iCALL, TISS will constitute a committee to review proposals. Evaluation criteria and a point-based scoring system has been developed and included in this RFP. Upon receipt of agency proposals on the due date, review committee members will independently review and score all proposals from the technical perspective only.
- The committee will then meet and collective scores based on the individual assessments will be calculated.
- The short-listed organizations that score at least 70% on the above mentioned criteria may be asked to make a presentation to the assessment panel constituted by TISS Agencies and/or their representatives will have to make their own arrangements (travel, boarding/lodging) to make the presentation to the assessment panel constituted by TISS. Presentations can be made online or offline. Offline presentations are preferred

- Financial bids of only those agencies scoring 70% or more on the technical assessment will be opened.
- The financial proposals of the agencies that do not qualify the technical review will be deemed unqualified.
- Only the shortlisted agency/ies will be notified.

Logistics and the due date for submission of proposals

All enquiries regarding the RFP, subsequent proposals and the bidding process to be sent on icallmptraining@gmail.com with the subject line “Proposal for Server Space Hosting” only. Emails without the correct subject line will not be looked at.

The bidding process will occur through the online on TenderWizard portal <www.tenderwizard.com/TISS >. Directions for the same are provided separately.