

## ERNET India

(An Autonomous Scientific Society under Ministry of Electronics & Information Technology, GoI)  
5<sup>th</sup> Floor Block I, A Wing, DMRC, Shashtri Park  
New Delhi - 110 053.

No. EI-D-Tech028/673/2014-PD&OA

Dated: 27.01.17

Due Date: 14.02.2017 Time 3.00 P.M

Opening of Bids : 14.02.2017 Time 3.30 P.M

To

**Subject :** Tender for Annual Maintenance and augmentation for existing Domain Registrar Software System

Sir,

ERNET India, an Autonomous Scientific Society under Ministry of Electronics & Information Technology, Govt. of India, is a Class 'A' Internet Service Provider for the Education and Research community in India. ERNET India is a nodal network for integrating education & research institutions in the country. An Internet service is one of the services being provided by ERNET India to these institutions.

3. ERNET India is an exclusive registrar in the country to register domain under ac.in, edu.in and res.in and विद्या.भारत. ERNET India is using Domain Registrar Software System for registering Internet domain names under ac.in, edu.in and res.in, in the dotIN Registry using the EPP registry-registrar protocol. ERNET India intends to give Annual Maintenance contract and augmentation of this domain registrar software system.

Scaled tenders are invited from reputed and experienced Agencies / Firms in the competitive bidding process (two Bid System) for Annual Maintenance and augmentation for Domain Registrar Software System for registering Internet domain names under ac.in, edu.in and res.in, in the dotIN Registry using the EPP registry-registrar protocol for a period of **One(1)** year extendable upto further 2 years based on the satisfactory performance. The following instructions should be carefully noted:



## GENERAL CONDITIONS

1. The bidder must be a reputed firm having at least 5 years of experience of software/portal development, hosting and maintenance on DotNET platform. Documentary proof may be enclosed.
2. The bidder must have successfully completed 10 orders of similar nature out of which at least 5 should be Govt. portal/websites. Documentary proof may be enclosed.
3. The bidder should have cumulative turnover of at least one crore in the last three years. Documentary proof may be enclosed.
4. Bids should be valid for a minimum period of 180 days after the due date.
5. The Contract shall be governed by and interpreted in accordance with the laws of India.
6. Tenders/Bids placed in sealed envelopes should bear the following inscription:

**“Tender for Annual Maintenance and augmentation for Domain Registrar Software System”**

**“Tender Enquiry No.: EI-D-Tech028/673/2014-PD&OA”**

**Due Date & Time for submission of Bid : 14.02.2017 (3.00 PM)**

**Due Date & Time for Opening of Bids : 14.02.2017 (3.30 PM)**

7. Clarifications regarding tender document and website:

The prospective bidders requiring any clarification about the contents detailed in the Tender document and the said website/portal/software may notify ERNET India through email by 04.02.2017 at [tejalt@eis.ernet.in](mailto:tejalt@eis.ernet.in).

8. Earnest Money Deposit

The qualified bidders are requested to deposit the EMD of Rs.5000/- in the form of Demand Draft or Banker's Cheque drawn on/issued by any Nationalized/Scheduled India Bank in favour of ERNET India, payable at New Delhi, with the Tender Document as per the schedule given. The EMD shall be denominated in Indian Rupees only.

- a) No interest will be payable to the bidder on the amount of the EMD.
- b) Bids submitted without adequate EMD will be liable for rejection.
- c) Unsuccessful bidder's EMD shall be returned.
- d) EMD of Successful bidder will be returned after the award of contract and submission of the Performance Security within specified time and in accordance with the format given in this document.
- e) The EMD may be forfeited:
  - i. If a Bidder withdraws his bid or revises/ increases his quoted prices during the period of bid validity or its extended period, if any.

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- ii. If successful bidder fails to furnish Performance Security within specified time given in this tender document
- iii. If during the bid process, a bidder indulges in deliberate act that would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. The decision of the ERNET INDIA regarding forfeiture of the Bid Security shall be final and binding upon bidders.

9. Quotations should be submitted in two separate parts i.e. **Part-I (Technical Bid)** and **Part II (Financial Bid)**.

**Part-I - Technical Bid in one cover, consists of**

- (i) EARNEST MONEY DEPOSIT (EMD).
- (ii) Company Profile
- (iii) Technical methodology proposed to be adapted for maintenance and augmentation of the said portal
- (iv) Copy of Certificate of Incorporation of the Company
- (v) Supporting document for experience (work order alongwith user completion certificate)
- (vi) VAT / CST Registration certificate and Service Tax Registration Certificate
- (vii) Copies of Income tax returns for last 3 financial years.
- (viii) Certificate from CA stating turnover of last 3 financial years.
- (ix) Tenderer must submit Service Level Agreement (SLA) as per **Annexure-II** duly accepted the same by affixing stamp & signature.

**Part-II - Financial Bid in second cover, should contain:**

- (i) Second cover indicating “**COVER FOR FINANCIAL BID**” should consist of the price of maintenance and augmentation of the application software and should be submitted in separate cover marked “**Financial Bid - Part II**”. Rates/cost to be quoted as per **Annexure-I** only.


Both the covers i.e **Part-I (Technical Bid)** and **Part-II (Financial Bid)** should first be sealed separately, and then both the covers should be kept in a single sealed bigger cover. This cover should be submitted to the “**Registrar & Director, ERNET India, 5<sup>th</sup> Floor, Block I, A Wing, DMRC, Shashtri Park, New Delhi - 110 053.**” before due date and time of tender. In case of any missing information on the above, the bid is likely to be rejected.

10. The Bids must reach the undersigned on or before the due date, i.e., on : **14.02.2016** by **3.00 p.m.** Bids received after the due date & time is liable to be rejected. In the event of due date being a closed holiday or declared Holiday for Central Government offices, the due date for submission of the bids will be the following working day at the appointed time & venue.



11. The rates should be quoted in Indian Rupees. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the Performa provided in Annexure-I
12. Incomplete quotations are liable to be rejected.
13. Bidder shall sign all pages of the tender document. Any changes, alterations, corrections in the bid shall be signed in full by the person(s) signing the bid with date
14. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
15. ERNET India may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder
16. ERNET India reserves the right to accept or reject any bid or cancel the bid proceedings without assigning any reason whatsoever.
17. Liquidated Damages
- If the supplier fails to deliver services as per the SLA, ERNET India shall without prejudice to its other remedies, deduct as liquidated damage 1 per cent of the annual price of the delay for every week and part of week of delay subjected to maximum of 10%.
18. Performance Bank Guarantee (PBG)
- Bidder has to submit Performance Security of 50% of total cost of purchase order for annual maintenance and augmentation of domain registrar software system, within 10 days of award of purchase order, valid for one year. Performance security should be in the form of DD or PBG. In case of PBG, it should be through Structured Financial Messaging System(SFMS) . Bank details of ERNET India for the same will be provided in Purchase Order to successful bidder.
19. **Payment Terms** : Payment will be made **quarterly** after completion of satisfactory work and acceptance by ERNET's Concerned officer. A pre- receipted bill should be sent in the name of ERNET India on the above mentioned address for release of payment.

Yours faithfully,

  
(Bhupal Singh)  
Registrar & Dir. 27.1.17

## Summary of the functioning of the Portal - <https://www.registry.ernet.in>

ERNET India is an exclusive registrar for domain name registration under ac.in, edu.in and res.in and विद्या.भारत for academic and research institutions, universities, colleges, and schools in India.

The domain registrar software system (portal) was developed and process was fully automated and launched in December 2014 after security audit by CERT-in empaneled agency. The portal is again audited by STQC due to some modification carried out in software codes. GIGW audit of the said portal has also been done. The application code will be accessible and available to maintenance agency for any maintenance and modification. Pl refer URL [www.registry.ernet.in](https://www.registry.ernet.in) for details.

The software portal facilitates online payments, documents uploading, and control panel for modifications of nameserver, contact details, and renewal of existing domains after payments. The fresh domain registration process can be completed by user but domain name is granted after verification of physical documents for credentials and payment confirmation.

Following are the salient features/ specification of existing Domain Registrar Software portal:

1. Development platform :                      Microsoft DOTNET 4.0 MSSQL 2012 on IIS 8.0,  
Microsoft Windows 2012 server hosted on ERNET  
Server
2. Architecture :
  - This application portal enables to register, renew, modify by connecting to the registry instantly using an online interface and Application Programming Interface (API). Connection to the registry is done **using Extensible Provisioning Protocol (EPP) used by .IN Registry and supports SSL connection to the .IN Registry.**
  - Software has following two modules
    - i. **User End Panel :**
      - ❖ Registrant/user fills online registration form, upload required documents, makes online payment using payment gateway and submit the form. This form is submitted on ERNET server.
      - ❖ ERNET as registrar verifies the document and other details. After verification in admin control panel of the software, administrator submits the form to registry on one click. This "submit" button wraps the data filled in form into XML command which connects to dotIN Registry server.
      - ❖ All communication from online interface to dotIN Registry is done through API. API invokes using HTTP-Post Operation only upon proper username and password validation.
      - ❖ Online payments are done using secure payment gateway procured by ERNET

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- ❖ Software/portal handles IDN query (registration under and विद्या.भारत) and integrate DNSSEC extension in Registrar Tool Kit of registry.
  - ❖ Application Software runs on **dual stack i.e IPv4 and IPv6**

Bidder may refer portal [www.registry.ernet.in](http://www.registry.ernet.in) and “help” document given on the portal.

## ii. Admin Control Panel :

- ❖ Administrator of the portal uses this panel to configure, manage domains, search domains, register, renew and update domains and user creation and password management
- ❖ Dashboard : After login into this interface, Dashboard shows summary of total no. of domains registered till date, domains registered under each zone (edu.in,ac.in and res.in), no of domains renewed, no of domains deleted duration wise, zone wise,
- ❖ Reports: Various reports are generated :
  - a. Domain registration and renewal reports during any periods, month wise, year wise, domain wise (ac.in/edu.in/res.in) etc
  - b. Reports of domains deleted, restored during any periods
  - c. Report of active users expiry date wise
  - d. Reports related to payment received – year wise, month wise etc.

## Scope of AMC:

- (i) Maintenance, updating, augmentation of above said portal as and when required.
- (ii) Code modification time to time if required, due to any error, hacking or may need new feature or disabling any feature
- (iii) Proper functioning of the entire application and payment gateway will be sole responsibility of the bidder
- (iv) Any defects/bugs and security issues pointed out shall be attended on immediate basis as per SLA
- (v) Service provider may suggest features to be configured in firewall to protect the portal from any hacking and also denial of any access/ permission for access or updates
- (vi) Service provider will be responsible for any hacking due to any vulnerability in portal software code.
- (vii) Vendor will be responsible for any unwanted file or code in the portal folder of hosting server responsible for any compromising the system to hackers.

Annexure-1**PRICE SCHEDULE FOR THE MAINTENANCE AND AUGMENTATION OF A DOMAIN REGISTRAR SOFTWARE SYSTEM**

To,

The Registrar & Director  
ERNET India  
5<sup>th</sup> Floor Block I, A Wing, DMRC,  
Shashtri Park, New Delhi - 110 053.

Tender No. \_\_\_\_\_ Date of Opening .....

We \_\_\_\_\_ hereby certify that we are established firm in the field of software development and maintenance. We hereby offer to supply the following items at the prices and within the period indicated below:

**(Commercial Bid Format)**

S.No.	Item	Cost per year(in Rs.)	Applicable Taxes	Total cost per year (in Rs.)
1.	Maintenance and Augmentation of Domain Registrar software system.			
	GRAND TOTAL			

i. It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of software and our offer is to maintain and augment the same strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.

ii. L1 bidder will be finalized on the total sum of Annexure I

\_\_\_\_\_  
(Signature and seal of the Bidder)

Dated \_\_\_\_\_ 2017

### Service Level Agreement

Terms of the Service Level Agreement would be as under:

1. Bidder guarantees that for the portal downtime excluding hosting related should not exceed 5% averaged on a yearly basis for 24x7x365 days operation.
2. The maximum time to repair (MTTR) to any complaint will not exceed 24 Hrs. However, prior exception to the above MTTR shall be taken from ERNET on case-to-case basis.
3. Bidder should provide a satisfactory certificate duly signed and stamped by the user at the end of each year failing which balance payment will not be released till then.
4. In case of any hacking, defacing of website, vendor must promptly recover the websites by taking necessary steps immediately
5. In case the maximum time to repair the software portal exceeds the above-mentioned duration then the AMC period will be extended proportionately which will be two-times the number of days the system would remain down apart from financial penalty mentioned below:
  - a. ERNET India/End user may deduct Rs.300/- (Rupees Three Hundred Only) from the due payments or recovered from Performance Security as the case may be for every 1 hours of down time at a stretch or in part up to total down time of 10 hours.
  - b. Beyond 10 hours of down time, ERNET India/End user may deduct Rs.1000/- (Rupees One Thousand Only) from the due payments or recovered from Performance Security as the case may be for every 1 hour of down time at stretch or in parts.
  - c. In any case, if the website is not made operational for 2 days from the time of reporting of fault, the Performance Security submitted by the Bidder to ERNET India shall be invoked.
  - d. Any payments (payable to Bidder) shall not be paid too. This will be deemed to be an event of default and ERNET India may terminate the contract.
6. The delay due to force majeure conditions, closure of site/non accessible of site shall be excluded from the penalty subject to submission of notice/letter/document duly endorsed by concerned authorities.
7. The Downtime of the equipment starts from the time ERNET India's complaint is logged in through email to the bidder for escalating complaints.
8. The vendor declares that they have understood the requirement of the software and also agree to the SLA terms mentioned above.