

Proposal for India HIV/AIDS Alliance & End AIDS India Website Hosting and for Website Maintenance/Aftercare and SEO

About Alliance India

Founded in 1999, Alliance India is a non-governmental organisation operating in partnership with civil society, government and communities to support sustained responses to HIV in India that protect rights and improve health. Complementing the Indian national programme, we build capacity, provide technical support and advocate to strengthen the delivery of effective, innovative, community-based HIV programmes to vulnerable populations affected by the epidemic.

This RFP is floated to select the agency to host Alliance India and End AIDS India Website and Server.

Data Centre to Host Alliance India's Server.

- As per Alliance India requirement data centre should be within India.
- The vendor will be required to deal with highly sensitive data regarding the key population.
- The agency should guarantee the confidentiality of the data kept in the server and should be ready to sign an unconditional non-disclosure agreement with Alliance India in the event of their selection.

The required specifications/configurations of the data centre:

1. Roles and Responsibilities

- Server and Network management, administration, and maintenance.
- Manage Servers from the infrastructure level i.e., Compute and Storage.
- Provide remote data backup for servers.
- The disaster recovery/redundancy plan proposing for the Alliance Server by the agency
- Monitor and install Patches and Updates for Servers and networked computers on a demand basis.
- Install and maintain antivirus and malware protection.
- Help desk Support.
- Any other necessary service/services to maintain a stable and safe I.T. infrastructure.

2. Infrastructure:

The vendor to guarantee that the critical infrastructure systems, including power and HVAC, will be available 100%, excluding scheduled maintenance.

3. Hardware Guarantee:

The vendor to provide the network guarantee with the functioning of all hardware components and will replace any failed component at no cost to the customer.

4. Network Uptime:

The vendor to provide the network guarantee that the network Uptime, including Internet connectivity and availability of network switch and hardware servers, will be available 100%, excluding scheduled maintenance.

5. Uptime

It shall be the responsibility of the vendor to provide an uptime of not less than 99.90%. This uptime includes the following on the part of the service provider:

- Network uptime at the datacentre where our server is hosted.
- Mail services receiving and sending of mails should be possible at all times using POP3 as well as HTTP access as applicable.
- Hardware and other infrastructure facilities maintained by the service provider at their datacentre.

6. Server maintenance

The vendor should be upgrading Latest Security Patches, Upgrading Latest Software Modifications as they are announced. This typically happens during off-hours and part of routine administrative maintenance.

7. 24&7 hours Server monitoring

We want our servers to be constantly monitored by special monitoring software. If a server goes down for some reason, the system automatically logs the same.

8. Server Hardware Configuration.

S. No.	OS	vCPUS	RAM	SSD	Backup	Bandwidth	DB
1	Red Hat or Cent OS & WHM with License	4	16	1 TB	1 TB	Unlimited	My SQL license Included
2	Red Hat or Cent OS & WHM with License	8	16	1 TB	1 TB	Unlimited	My SQL license Included
3	Web Site & DB – Backup					Included	

9. Detailed SLA with standard escalation matrix can be referred to with the attached SLA File.

9.1 Escalation Matrix

Incident Classification			
Alert	Description	Response Time	Resolution Time
Severity 1	System Down, significantly affecting End Customers	Immediate	2 Hrs.
Severity 2	System performance severely degraded but still functioning	10 Min	4 Hrs.
Severity 3	Error not significantly affecting End Customers /Users	15 Min	6 Hrs.
Severity 4	Service request	30 Min	12 Hrs.
Change Request	Description	1 Hrs.	TBD

10. Physical Security should meet the below-mentioned requirements:

Data centre point of view physical security should include below mentioned things.

10.1 . Secured physical access to data centres which comprises of: -

- Single access point of control
- Biometric devices
- Smart card access
- Body scanner
- Goods X-Ray

10.2. Infrastructure comprises of: -

- Secure cages and racks
- Fire protection
- Water Proofing
- Anti-Rodent Devices

Power Management:

- 24x7 Power supply

10.3. Network security includes: -

- Network planning
- BGP (Border Gateway Protocol)
- Firewalls
- Core Routers and Switches

Logical Security Should meet the below-mentioned requirements.

- Access permissions for authorized access
- Encrypt Data Communication using: -
 - SSH
 - SFTP
 - SSL VPN and VPN site to site connections
- Keep OS and Software Up to Date
- User Accounts and Strong Password Policy
- Implement a firewall for an additional layer of security.
- Disable Unwanted Services through port blocking, firewall rules and policy implementation.
- Logging and Auditing through monitoring & alert tools
- Intrusion Detection and Prevention System
- Backups
- Antivirus, Antimalware, Antispyware.

11. Disaster Recovery:

- The vendor requires 100% availability. Any failures to meet this target must result in penalties payable as per predetermined penalty clauses.
- The datacentre must be connected to one or more additional data centres situated in India and the data replicated every 15 minutes from the primary to the secondary data centre.
- Disaster recovery tests of Vihaan hosted servers and applications must be conducted every six months by the service provider and the results reported to Alliance India.
- Downtime Response – There must be a system where the moment the website is down designated people in Alliance India must get a communication.

Data ownership

- All data stored by the system is solely owned by Alliance India and should be always accessible.

12. Back up requirements:

The service provider must provide a backup service for Alliance India data located in the service provider's data centre that meets the requirements listed below.

13.1. Backup schedule

Server	Backup Plan	ITEMS TO BACK UP	SCHEDULE	HOW MANY TO KEEP
Server 1	Image	Entire machine	Incremental: Every day Full: 1 of each month	30 Days
	MYSQL	My SQL data	Incremental: Every day Full: 1, 16 of each month	30 Days
Server 2	Image	Entire machine	Incremental: Every day Full: 2, of each month	30 Days
	MySQL SERVER	My SQL data	Incremental: Every day Full: 2, 17 of each month	30 Days

Scope of Work for Website Maintenance/Aftercare and SEO:

Website Maintenance/Aftercare and SEO: The Agency will require providing the maintenance service for 12 months which will include the following:

- a. The contracted web development company will make changes to tabs/sections on the website as requested by Alliance India staff. Changes should be made within 4 working hours of request.
- b. The contracted company will maintain a full backup of the website through the duration of the contract. The backup, code and source files will be delivered in full to the client at the end of every quarter.
- c. The contracted agency will check for broken hyperlinks on the site.
- d. The contracted agency will verify regularly that the site is up and will revert to back-up whenever necessary post informing the Alliance India staff.
- e. The contracted agency will work to guarantee SEO through the following: keyword research and analysis, site analysis, competitive analysis, site content optimization, HTML code optimization, submission to free search engines, link exchange, and web ranking report.
- f. The contracted agency will do the necessary security patches and updates for the website along with WordPress theme and plugin updates.
- g. During the maintenance phase, the contracted agency will provide monthly detailed reports of the website's performance in relation to SEO and website traffic.
- h. The maximum response time for any issue resolution should not exceed 24 hours. The agency will provide unlimited support services for requests to perform "CRITICAL maintenance tasks" (ex. site is down, or users can't perform critical action).
- i. A strategy call every month for 1 hour will be organised by the contracted agency to identify potential improvement areas /issues and then work with Alliance India team to resolve the issues if any.

Selection Criteria

1. Expertise/skills managing similar assignments (20)
2. Proposed Data centre infrastructure matching with AI requirements (25)
3. Data security and safety provisions (20)
4. Disaster recovery and data back up provisions proposed (20)
5. Maintenance and support provisions in line with AI requirement (10)
6. Value-Added Services and/or Innovations (5)

Submission of Proposal

Agencies who are interested in carrying out the assignment are requested to submit their proposal for the same as per the details outlined above.

Proposals are to be submitted separately for the two as below.

1. India HIV/AIDS Alliance & End AIDS India Website Hosting and

2. for Website Maintenance/Aftercare and SEO

Agencies can send the proposal of one assignment or for both. Subject line of the mail should name of the proposal for the quotation sent.

The technical and financial bids should be submitted over email as two separate pdf documents named "Technical Proposal" & "Financial Proposal". Financial proposal should be password protected and the password should be sent separately on the given email id mentioned below:

Email Id for sending Technical and Financial Proposal: procurement2@allianceindia.org

Email Id for sending password: apaul@allianceindia.org

Queries in respect of RFP are to be sent only to procurement2@allianceindia.org latest **by 17th July 2021 by 5:00 PM**. Alliance India shall endeavor to collate and respond to all meaningful queries received from prospective applicants on the same day.

Responses to queries shall merely be compiled and send to all the applicants who raised the queries through e-mail only. Please note that the proposals should be sent as per the guidelines given in the RFP document.

Last date for submission of bid documents: on 25th July 2021 by 5.00 pm

All correspondence/communications regarding the proposal should be made at the above contact details only.