

ERNET India

(An Autonomous Scientific Society under Department of Electronics & Information Technology,
Govt. of India)
10th Floor, Jeevan Prakash Building,
25, K.G. Marg,
New Delhi - 110 001.

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

Dated: 16.05.14

Due Date 11.06.14 Time 3.00 P.M

Opening of Bids : 11.06.14 Time 3.30 P.M

To

Subject : Tender for Development of a Domain Registrar Software System for registering Internet domain names under ac.in, edu.in and res.in, in the registry using the EPP registry-registrar protocol.

Sir,

ERNET India, an Autonomous Scientific Society under Department of Information Technology, Govt. of India, is a Class 'A' Internet Service Provider for the Education and Research community in India.

2. 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. The services are provided through 14 Points of Presence (PoPs) located at the premier education & research institutions in the country. All these PoPs are connected on high-speed backbone with international connectivity.

3. ERNET India is the sole registrar in the country to register domain under ac.in, edu.in and res.in. To register/renew/update domains, ERNET India is using in-house developed software and registering domain at .in registry through web based client. Now to fully automate the process, ERNET India intends to develop a registrar software system for registering Internet domain names under ac.in, edu.in and res.in, in the registry using the EPP registry-registrar protocol. Therefore sealed tenders are invited for development of above said software portal.

The following instructions should be carefully noted:

SCOPE OF WORK

ERNET India is an exclusive registrar for domain name registration under ac.in, edu.in and res.in for academic and research institutions, universities, colleges, and schools in India. It is registering domain names (under ac.in, res.in, and edu.in) using our domain portal (www.registry.ernet.in). Academic institutions are provided access publically to apply on-line by filling up on-line form. The portal also provides the checking of availability of desired domain name. However, the user has to send the documents for checking credentials along with demand draft to ERNET India. After receiving of these documents, ERNET India immediately grants the domain name to academic, research institutions/ schools/ colleges or universities etc. The checking of credentials are very important, hence, institutions would require to provide address of institutions with proof, request letter on letterhead of institutions, and e-mail/ telephone. The domains are to be granted only to academic/ research institutions only. The existing portal is also capable for renewal, editing and deleting, holding etc of domains

The new software portal is required to provide an enhancement to the features and automate the process, 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 will be granted after verification of physical documents for credentials and payment confirmation. The final allotment will be authenticated and signed with digital signatures

ERNET also help institutions to guide the entire process in selecting the right domain name. We offer domain search on following and domain registration on these following extensions: .edu.in, .ac.in and res.in for best available domain name.

Following are the salient features/ specification of new Domain registration portal:

Architecture

1. This application portal should enable to register, renew and initiate Domain transfer etc. by connecting to the registry instantly using an online interface and Application Programming Interface (API). Connection to the registry should be done **using Extensible Provisioning Protocol (EPP) used by .IN Registry and should supports SSL connection to the .IN Registry.** (Bidder has to refer Registrar Tool Kit package and RFC of EPP available at www.registry.in under Registrar Technical Qualification, for development of the application portal)
2. Software will be three tier architecture in which
 - i. Registrant/user will fill online registration form, **upload required documents, do online payment using payment gateway** and submit the form. This form will be submitted on ERNET server.
 - ii. ERNET as registrar will verify the documents and other details. After verification in admin control panel of the software, administrator will submit the form to registry on one click. This “submit” button will wrap the data filled in form into XML command which will connect to registry server.

- iii. All communication from online interface to registry should be done through API. API should be invoking using HTTP-Post Operation only upon proper username and password validation.
 - iv. Any transactions like Domain registration, Domain renewal should be send to queuing server, which will in turn contact Registry through API and do the necessary transactions.
3. The System should be able to do bulk domain registration and bulk domain renewal. The number of registration and renewal, which can be done using single transaction, should be maximum of 50 domains.
 4. Operations such as search domains should communicate with registry using API to find real time availability.
 5. Trace logs and Process logs should be maintained for all the operations performed by online interface and API.
 6. All registration performed in online interface should be done using the **payment gateway**. If user cannot do online payment then user should have option of giving DD details and uploading of scan copy of DD. All queuing software should run as window service.
 7. Software should be able to handle IDN query and integrate **DNSSEC** extension in Registrar Tool Kit of registry.
 8. Application Software should be able to run on **dual stack i.e IPv4 and IPv6**
 9. The software should be running at least for minimum for 5 years. Should be able to handle millions of domain names and should currently be deployed in an environment handling at least 50,000 domains.

Features

Following features are required :

1. Admin Control Panel
 2. End User Control Panel
 3. Sub Registrar delegation Control panel
1. **Admin Control Panel** : This control panel should be able to configure, manage domains, user creation and password management It should be able to search domains, register single/bulk domains, and renew single / bulk domains. It should be able to edit/update contact information of the registrants, Update/add nameservers, Delete domains. It should do **registration verification by viewing the supporting documents, execution of the domain registration after verification** and generate domain registration/renewal reports.

- Login through Digital Signature : This interface should authenticate admin user to login to the control panel **through digital signature** and to manage the above said processes.
- Summary report : After login into this interface, it should show 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.
- Search Single Domain/Registration: This interface should search single domain name. If the searched domain is available, then the interface should be able to gather information like number of years, customer contact such as registrant, admin, technical, billing, authorization code and name server information, supporting documents using file upload. After submitting, admin will authorize the registration after verifying the details.
- Bulk Domain Search/Registration: This interface should search maximum of 50 domain names. If the searched domain is available, then the interface should be able to gather information like number of years, customer contact such as registrant, admin, technical, billing, authorization code and name server information, supporting documents using file upload. After submitting, admin will authorize the registration after verifying the details.
- Domain Renewal: This interface should be able to search renewal domains by number of days, date and domain name. The requested domain renewal list should be displayed and selected to renew.
- Intimation to registrants : Once domain is registered/renewed, registrant should be sent email automatically confirming the registration/renewal of domain and provide login id and password to access user interface for changing contact details, nameserver and renewal of domain.
- Edit Contact Information: This interface should view and modify customer's contact such as registrant, admin, technical and billing information of a domain.
- Change Name Servers: This interface should view and modify name server information of a domain.
- Reminders : Automatic reminders should be sent to registrant 30 days then 15 days before the expiry of domains.
- Holding domains : This interface should be able to hold domains automatically after 20 days of expiry date of the domain
- Deletion of domains: This interface should be able to delete domains automatically after 15 days of holding the expired domains
- Restore Domains: This interface should view and submit a domain for restoration.

- List Transaction: This interface should view all transactions of billing, holding domains deleting domains
- Receipt Generation : Admin Control Panel should be able to generate Receipts against the payment received for domain registration/renewal.
- Available Funds: This interface should view the current balance and funds received during the desired period.
- Reports: This interface should view and take a printout of the following reports :
 - i) Domain registration and renewal reports during any periods, monthwise, yearwise, domainwise (ac.in/edu.in/res.in) etc
 - ii) Reports of domains deleted, restored during any periods
 - iii) Report of active users expiry date wise
 - iv) Reports related to payment received – year wise, month wise etc.
 - v) All types of reports regarding total domains registered, duration of domain registration, money received, and reconciliation with payment gateway integrated etc.
- Software should enable uploading of documents required for registering domain.

2. **End User Control panel** : After filling online registration/renewal form through this portal, User will be sent email confirming about receiving of online application. Once domain is registered/renewed user will be again confirmed about registration of his domain through email on its admin contact details. In this email, user will be given username password of end user control panel. This control panel should have features which will enable registrant/user to modify their contact details, nameserver details, entry in nameservers, redirection etc after authentication to the portal.

- Edit Contact Information: This interface should view and modify customer's contact such as registrant, admin, technical and billing information of a domain.
- Change Name Servers: This interface should view and modify name server information of a domain.
- Simple DNS Zone Editor : The control panel interface should be able to add and modify A, MX and CNAME records by simply selecting a domain, and fill in the new information in the A and CNAME records area of the nameserver
- Change Password: This interface should be able to change the password of the customer.

3. **Sub-registrar Control panel** : Same as registrar control panel with limited features

4. Backup of existing database :

- The vendor has to transfer HTML / domain contents like T&C, policies etc of various existing pages to new portal
- Backup of existing domain registrar database and importing into new database
- eFiles generation of each domain containing complete details like forms filled by user, document uploaded, and entries made by administrator.

5. Software and Hardware requirement

- Software and Hardware required for the implementation of the software will be intimated by the bidder to ERNET India and the same will be provided by ERNET India.
- Other requirement like Digital SSL Certificate and payment gateway will be acquired by ERNET India.
- ERNET would be owner of portal application/ software and core code along with development tool. It should be customizable, addition of new module, modification of any modules.
- Payment gateway will be acquired by ERNET with the help of bidder

Testing and proper functioning of the application and payment gateway will be sole responsibility of the bidder

The source code of the software being supplied will be the property of ERNET and ERNET would be free to modify, edit, customise, reuse it in any manner.

GENERAL CONDITIONS

1. The bidder must be a reputed firm having at least 5 years of experience of software/portal development. Documentary proof may be enclosed.

2. Sale of Tender

Tender document can be purchased from ERNET India, New Delhi during **19.05.2014 to 20.05.2014 between 3.00 PM to 4.00 PM** every day except for Saturdays, Sundays and Public Holidays, on payment of **Rs. 2000.00 (Two thousand only)** in the form of Demand Draft or Banker's Cheque drawn on/issued by any Nationalized/Scheduled Indian Bank in favour of ERNET India, payable at New Delhi.

The Tender Document can also be downloaded from ERNET's Website www.ernet.in. In such case, an amount of **Rs. 2,000/-** in the form of Demand Draft/Bankers' cheque drawn in favour of **"ERNET India, payable at New Delhi"** would be required to be furnished along with the **Part-I** of the bid.

3. Tenders/Bids placed in sealed envelopes should bear the following inscription:

"Tender for Development of a Domain Registrar Software System for registering Internet domain names under ac.in, edu.in and res.in, in the registry using the EPP registry-registrar protocol".

"Tender Enquiry No.: EI-D-Tech028/673/2014-PD&OA"

Due Date & Time for submission of Bid : 11.06.2014 (3.00 PM)

Due Date & Time for Opening of Bids: 11.06.2014 (3.30 PM)

4. Clarifications regarding tender document:

The prospective bidders requiring any clarification about the contents detailed in the Tender document may notify ERNET India in writing (By hand only). Clarification sought by the vendors along with ERNET's response will be posted on website www.ernet.in. Accordingly, all the vendors must refer the above website for clarification, if any, before submission of their bids on the due date/time. Queries/Clarifications will be received and responded as per schedule detailed below:

- Issue of Tender Document : 19.05.2014 to 20.05.2014 (3.00 p.m. to 4.00 p.m.)
- Receipt of Queries : Up to 26.05.2014 by 3.00 p.m.
- Pre-bid meeting : On 28.05.2014 at 3 pm
- Response to Queries* : On 06.06.2014
- Opening of Bids : 11.06.2014 at 3.30 p.m.

*** ERNET response to queries would be uploaded on ERNET Website only.**

Therefore, All the bidders are requested to refer ERNET's website for the ERNET response to the queries. Bidders are also advised to refer ERNET's website for any further development with regard to the tender before submission of their bids.

6. Earnest Money Deposit

- (a) Each quotation must be accompanied by Earnest Money Deposit of amount as stated below and shall be in the form of Demand Draft/Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of ERNET India, New Delhi. Bank Guarantee should be valid minimum for a period of 180 days from the original due date of the quotation. **Quotations received without Earnest Money Deposit are liable to be rejected.**

Amount of Earnest Money Deposit for bidding is **Rs.50,000/- (Rupees Fifty Thousand only).**

- (b) Any tender not accompanying with EMD and tender fee (if tender document is downloaded from website) will be considered non responsive and rejected. The public sector companies will also have to deposit the required tender fee and EMD specified above.
- (c) Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder withdraw or amends, impairs or derogates from the bid in any respect within the period of validity of the bid.
- (d) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiration of the period of the bid validity. No interest will be payable by the Purchaser on the Earnest Money Deposit.

7. 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) In case, the tender document is downloaded from ERNET India's web site i.e. www.ernet.in (not purchased from ERNET India against payment of Rs. 2000.00) then the Bidder should also submit a Tender document fee of Rs.2,000/- in the form of Demand Draft/ Banker's cheque, in addition to EMD.
- (ii) EARNEST MONEY DEPOSIT (EMD) should also be submitted in this cover.
- (iii) Application solution Architecture
- (iv) Bidder has to indicate requirement of hardware and software etc for running portal other than portal application for 24x7 service.
- (v) Compliance sheet as per the scope of the work/ specification
- (vi) Tenderer's company profile, documentary proof of similar work done
- (vii) Tenderer must submit Service Level Agreement (SLA) as per **Annexure-II** duly accepted the same by affixing stamp & signature.
- (viii) An undertaking that "they have understood the requirement of the software and also agree to the SLA terms as per Annexure II. **In case their undertaking is not submitted, commercial bid submitted in separate sealed cover will not be opened for consideration.**

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

- (i) Second cover indicating “**COVER FOR FINANCIAL BID**” should consist of the price 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 & CPO, ERNET India, 10th Floor, Jeevan Prakash Building, 25, Kasturba Gandhi Marg, New Delhi-110 001**” before due date and time of tender. In case of any missing information on the above, the bid is likely to be rejected.

8. Bids should be valid for a minimum period of 180 days after the due date.
9. The Bids must reach the undersigned on or before the due date, i.e., on : **11.06.2014 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.
10. 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**
11. **Incomplete quotations are liable to be rejected.**
12. Bidder shall sign all pages of terms & conditions, solution architecture along with quotation. All changes, alterations, corrections in the bid shall be signed in full by the person(s) signing the bid with date
13. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
14. 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
15. ERNET India reserves the right to accept or reject any bid or cancel the bid proceedings without assigning any reason whatsoever.
16. Delivery Period
 - The **delivery and installation of software** at the site is required **within 4 weeks** of placement of the purchase order. Modifications/testing of application as and when require

will continue till the end of warranty period. Installation report countersigned by user shall be submitted within 10 days from Date of Delivery. Any delay by the supplier in the performance of delivery of items shall render the supplier liable to any or all of the following sanctions -forfeiture of its Earnest Money Deposit, imposition of liquidated damage as per para 18 below or/and cancellation of the purchase order for default.

- Any delay in the supplies/installation would be reported to ERNET India and specific prior approval for delay with justification would be taken on case-to-case basis.
- Delay due to non-readiness of the site or due to any natural disaster will not be considered for

17. **Warranty** : The on-site comprehensive warranty of the software shall be for a **period of one year** from the date of acceptance of the software by ERNET India. Warranty shall include on-site comprehensive free maintenance, up gradation of the software if required. The defects/bugs, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours.

18. **AMC** : All the prospective bidders may also quote for AMC of software, for a period of one year after the completion of warranty period. It is however, clarified that AMC price would be included for price comparison and in deciding L1 bidder. A separate PO for AMC will be issued, if required.

19. **Liquidated Damages**

If the supplier fails to deliver any or all of the goods, or do not complete the installation within the period specified in the purchase order, ERNET India shall without prejudice to its other remedies, deduct as liquidated damage 1 per cent of the price of the delayed goods for every week subjected to maximum of 10%. If the company failed to complete the installation of entire project and declared defaulted, the company shall be black listed for future business with ERNET India or disqualified for the consideration of their bids in future.

20. **Payment Terms** : 90% Payment will be made after completion of satisfactory work and acceptance by ERNET's Concerned officer and 10% payment would be released after completion of warranty period. However, 100% payment shall be considered if the firm submits the bank guarantee equivalent to 10% of the total cost of the purchase order. A pre-receipted bill should be sent in the name of ERNET India on the above mentioned address for release of payment.

Yours faithfully,

(B.B Tiwari)
Registrar & CPO

PRICE SCHEDULE FOR THE DEVELOPMENT OF A REGISTRAR SOFTWARE SYSTEM

To,

The Registrar & CPO,
ERNET India
10th Floor, Jeevan Prakash Building,
25, K.G. Marg,
New Delhi – 110 001.

Tender No. _____ Date of Opening

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

(Commercial Bid Format)

S.No.	Item	Cost	Applicable Taxes	Total cost
1.	Registrar software system for registering Internet domain names under ac.in, edu.in and res.in, in the registry using the EPP registry-registrar protocol.			
2.	AMC of the software for one year			
	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 required and our offer is to supply goods 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 Manufacturer/Bidder)

Dated _____ 2014

Service Level Agreement

Terms of the Service Level Agreement would be as under:

1. The supplied software should be under three year on site free comprehensive warranty
2. Bidder guarantees that for the supplied software downtime should not exceed 5% averaged on a yearly basis for 24x7x365 days operation.
3. 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.
4. 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.
5. During the warranty: In case the maximum time to repair supplied software exceeds the above-mentioned duration then the warranty period of that equipment will be extended proportionately which will be two-times the number of days the system would remain down.

The Downtime of the equipment starts from the time ERNET India's complaint is logged in at the bidder address as provided by the bidder for escalating complaints. Any delay in this shall be excluded from the availability calculations. The complaint can be logged during working hours (9.00 AM - 6.00 PM on all working days, excluding Sundays & National Holidays). Any delay in escalating a complaint shall be excluded from the availability calculations.